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DRAFT
Information Services Annual Plan

Academic Year 2008-2009



September 2008

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1. INFORMATION SERVICES MISSION STATEMENT

Mission:

Keeping you CONNected:

Partnering with the college community to provide innovative, reliable, and universal access to information resources in support of academic and administrative endeavors.

Goals:

1. To ensure access to books, periodicals, and other information resources for learning, teaching, scholarship, and administration
2. To preserve and appropriately protect scholarly and administrative information and archival materials
3. To develop and promote academic and administrative information as a campus resource
4. To ensure a secure, robust, stable, and innovative technology infrastructure
5. To create a vigorous program of information literacy to prepare students for a lifetime of intellectual endeavor
6. To help faculty integrate technology into the curriculum to enhance student learning
7. To join with the college community in stimulating intellectual, social, and cultural growth
8. To create in partnership with the college community facilities that support learning, teaching, scholarship, and collaboration
9. To communicate effectively with the campus to foster community involvement in Information Services operations
10. To respond to the varied individual information needs of students, faculty, and staff
11. To promote the ethical and legal use of information resources
12. To recruit and retain outstanding Information Services staff and provide development opportunities to maintain quality services
13. To ensure effective management of Information Services as a campus resource

Adopted November 28, 2001

2. INFORMATION SERVICES VISION STATEMENT

Drafted April 2004; revised May 2006

Information Services at Connecticut College will be a program that is student and faculty centered, supports the academic and administrative needs of the college, and sustains the research necessary for student and faculty scholarship. In the future, Information Services will continue to make the college community proud of its performance, management, and service-orientation.

Information Services shall continually seek to achieve its mission, "Keeping You CONNected: Partnering with the college community to provide innovative, reliable, and universal access to information resources in support of academic and administrative endeavors." In addition, Information Services will support the college's mission and goals creating an environment that enables students to put the liberal arts into action. Information Services follows an annual planning cycle that links mission to actions, serves as a summary for program assessment, and highlights future activities that may affect Information Services and its service to the college.

Partnerships

Creating and sustaining partnerships is a key aspect of the Information Services future. Relationships between college academic and administrative departments and IS will mature and produce better services and products to support the college. There will be continued partnership with the Office of Administration for the implementation of the jointly developed Classroom Improvement Plan; with the Center for Teaching and Learning for faculty development activities such as the Tempel Summer Institute; with College Relations for a robust, stable, and well-designed Web presence; and the Career Enhancing Life Skills department to support and develop the outstanding ePortfolio product available to our students. The future will see greater cooperation between academic departments and IS to sponsor campus activities that enrich the intellectual environment at the college. Activities such as hosting speakers or performances, curating display presentations, providing a digital repository, and creating new digital publications will be a part of the IS program.

The CTW Consortium, a partnership of colleges including Connecticut College, Trinity College and Wesleyan University will grow in importance to IS and the college. IS will also create relationships with granting agencies, such as the Keel Foundation and the National Institute for Technology in the Liberal Arts (NITLE), funded by the Andrew W. Mellon Foundation, to create innovative programs and services. Partnerships within Information Services reflect the combined library/information technology organizational model the college employs. Librarians, instructional technology staff, Web support staff, Help Desk staff, and other areas will continue to work together on projects such as GIS, the Digital Commons, the DELI Project, and Information Literacy. The collaborations among IS staff will continue to ensure that high quality services and resources are available to the college community—and that those services are publicized effectively. Librarians and instructional technologists in particular will see a melding of key job responsibilities—librarians can help develop Web-based instructional programs and instructional technology professionals can play a more active role in the library liaison program.

Technical Infrastructure

IS is committed to innovation; staff will offer innovative services and products, but in a manner to control risk and unnecessary cost. Certainly, Information Services in the future should provide reliable services. Networks will be stable with sufficient bandwidth and modern electronics to make the network as fast as students and faculty need them to be for a progressive academic environment. Networks will also be secure behind the latest technologies to protect the college and its community members from dangerous Internet activities. At the same time, the networks will be as open as possible—allowing students and faculty opportunities for experimentation and learning activities that are unbounded by limitations in the technical infrastructure. In fact all Information

Services will offer unfettered access to information, whether in traditional bound print volumes, via the Internet, from digital databases, or whatever new medium may appear on the horizon. A commitment to open access does not mean that illegal or selfish activities are condoned. The nature of the Internet means that responsible use of networked materials and wise decisions about network use will remain a key to users retaining the privilege of network access.

The residence hall network, as well as the general campus network, will be fast and reliable. Rooms will be wired to provide up to 1Gb of bandwidth to each student resident. In the future, as wireless technology improves and stabilizes, residence halls may join the common areas of the college, such as Crozier-Williams and the Harris Refectory, with access to wireless bandwidth. Wireless bandwidth may be provided from a third-party vendor such as Sprint, Inc. eliminating the need for the college to develop its own infrastructure. Classrooms and labs across the campus likewise will have network access necessary for research and scholarship. Internet2 will be available and other non-commodity Internet connections will be available as well.

Using resources over the college network will be an essential activity for every faculty, staff, and student in the college. Information Services will adopt new technologies as they become ready for stable deployment, e.g., wireless access, instant messaging, portable communications devices, and Voice-over-IP (VoIP). The applications that run on the network (Banner, CamelWeb and the public Web, email, WebCT, ePortfolio, etc.) will be essential to effective college operations and each will be maintained and continually improved. Use of Banner academic and administrative software in particular will be leveraged to improve college operations. Modern computing hardware, current-release software, and end-user resources (PCs/MACs, projectors, printers, etc.) to serve the college's academic and administrative functions will continue to be available. The IS Help Desk will be proactive in dealing with technical support issues, as well as a respected and trusted source of information and repair service related to computing and network services. Virtual, face-to-face, and outreach services to residence halls will all be a part of Help Desk operations. Help Desk services including technology training opportunities will be publicized effectively to students, faculty, and staff. Aspects of IS operations could be outsourced if economic and service parameters are met.

Staff

Information Services staff will be, most importantly, service-oriented. They will be knowledgeable, curious, helpful, friendly, challenging, team-oriented, reliable, ethical, and sufficient in number to support the needs of the students, faculty and staff of the college. The IS staff will support a pluralistic college society, its demographic makeup reflecting that value. The staff will be proud of their accomplishments and celebrate work done well. They will enjoy working in the IS department and in the college—and this sense of well-being and trust will be reflected in the interactions they have with students, faculty and staff. IS will provide sufficient resources to support the staff with continuing education and training, as well as repair, maintenance, and replacement technologies and materials as necessary for reliable, stable and creative services. Staff will be cross-trained where possible to support multiple service points. Staffing levels in the IS divisions will be at the average for staffing levels at our peer colleges and compensation will be competitive with our markets.

Facilities

The libraries of the college, the Charles E. Shain Library and the Greer Music Library, will continue as integral, active community and information centers on campus—an information commons crossroads for students, faculty and staff doing research, using computing resources, attending programs, developing digital programming, consulting with IS staff, or simply reading a newspaper or sharing a conversation over a cup of coffee. The libraries will house resources, services, and staff that enhance a sense of comfort and community that builds the pluralistic society for which Connecticut College is known. The spaces will be flexible and will accommodate changing styles of learning as defined by students and faculty. The Shain Library will be renovated and expanded to provide an entrance that is both pleasing and functional, an expanded digital media creation area (including the Digital Curriculum Center moved from Blaustein), training and viewing services, small

group study spaces, and a quality Special Collections and Archives space. Natural light will illuminate comfortable study spaces and gracious reading rooms on the upper floors. Effective artificial lighting will enhance the study and work areas. A cyber-café will attract college community members and encourage interdepartmental interactions—as well as student-faculty-staff conversations. Service points will be as integrated as possible and located for ease of patron interaction. Locating staff near the resources they manage and on which they offer training is important. Both the Shain and Greer libraries will have inviting furnishings and comfortable surroundings for study, research and leisure. Both will have modern adaptive technologies for students with disabilities and special needs. The College Writing Center and the Center for Teaching and Learning might occupy spaces inside the library, creating the proximity for increased collaborations.

Other Information Services areas, such as the Computing Center in Bill Hall and the Language Lab and Digital Curriculum Center in Blaustein, will be comfortable, environmentally safe, and modern educational facilities and workspaces.

Collections and Access

Library collections will be current, made up of the best of published information relevant to the college's curriculum, and be built based on faculty and student requests, as well as librarian and instructional technologist recommendations. The amount spent for library materials per student will equal the average spent at our peer liberal arts colleges. The collections will be maintained and budgets annually adjusted to reflect inflationary pressures. Agreements with our CTW partners, and perhaps other libraries, will produce Centers of Excellence in our collections through shared collection development and the elimination of collection duplication within the consortium—especially those available in digital format—yet overall acquisitions budgets will not decrease. Although digital resources will increasingly be the standard for reference materials and serials, the libraries will continue to collect substantial numbers of print materials into the foreseeable future. The acquisition rate for print materials will level out and even decrease over the next several years; however, many materials important to the curriculum of the college we expect to be published only in print format. Access to digital collections of images and video and audio clips will increase as new and more effective technologies and digital services are introduced. IS will employ current finding aids and technological advances to link the user with appropriate library resources. Access will be available to college community members regardless of where they are in the world.

Special Collections and Archives at Connecticut College will continue to be a treasure house of primary research materials unique to the college. They give us distinction in the intellectual landscape. The importance of this area in Information Services will increase as new acquisitions are made and programs to integrate our resources into the curriculum proceed. Environmental controls will be in place to preserve these resources, and indeed all collections and resources, at the college. Efforts to digitize materials for preservation, for external access, and as part of new intellectual products will be a major part of this area's activities in the future. College records management will be a shared responsibility although Information Services will provide leadership in policy development. Digital archives and off-site archival storage will figure prominently in the college's records management program.

Information Literacy

The importance of information literacy—teaching students how to find, evaluate and use information regardless of format—will increase over time. The program at Connecticut College will become integrated into the curriculum, especially through the General Education courses, and be recognized for its quality in the future. The ubiquity of the Web for information access will not decrease, but valuable resources will increasingly be accessible through paid subscriptions or institutional licensing agreements. Consequently, effective search techniques—including consulting with a librarian—will be increasingly important. That consultation may take place in person at a reference desk, but could also be virtual via video over IP or through email or IM queries. Indeed, reference librarians may begin to operate by appointment with student and faculty researchers,

replaced during non-peak hours at the Reference Desk by trained student or staff paraprofessionals. The librarians' role as "teacher" and the partnerships they will build with classroom faculty will increase and be very important support for student learning.

* * * * *

In summary, Information Services will support the academic and administrative programs of the college in a manner that will help make the college successful in its mission of providing a quality liberal arts education environment. We will continually adapt our services to meet the needs of the institution and regularly assess our performance to inform our actions.

3. MAJOR ACCOMPLISHMENTS: ACADEMIC YEAR 2007-08

Information Services Department as a whole

Restructure IS Annual Plan

Revise the planning process and restructure the Information Services Annual Plan to better reflect both ongoing operational responsibilities, as well as multiple-year project planning that requires additional departmental and college resources and staff support. Currently, the plan summarizes progress on prior-year objectives and articulates major objectives for the coming year. These objectives are linked to the college's strategic plan but more focus might be given to the department's own mission, vision, and goals. Over the summer and fall, Information Services will engage the departments to create a new planning and assessment structure that will result in a new IS Annual Plan format next spring.

In AY08, IS staff re-conceptualized how the IS Annual Plan would be presented to the college community. First, a brief report on the major objectives for the coming academic year was provided to the Board and administrators in May. Over the summer of 2008, the complete AY09 Annual Plan is being posted to a website for college and community review. The site will include complete descriptions of past year accomplishments, objectives for the coming year, the IS Mission, Goals and Vision, the IS Watch List, and other content. In a change from past practice, proposed IS Annual Objectives for AY09 were discussed and shared with Senior Administrators prior to being finalized. The development and presentation of IS annual planning will continue to evolve in a way to serve both the needs of the department and other constituencies.

Supports Strategic Plan Initiatives:

5.3 Efficient use of resources. Create ongoing and agreed-upon processes for programmatic reviews.

5.3.1 Continue the systematic review process undertaken by the Priorities, Planning and Budget Committee during the College's annual budgeting cycle and evaluate the contribution of all of the College's activities to its mission. Coordinate this work with reviews of educational programs, faculty resources, staff resources, and the College's administrative structures and staffing.

Transition of Leadership and Integration of New Staff Members

Team leaders will work collaboratively to support a successful transition of responsibilities for oversight of the Information Resources and Research Support and Instruction teams. They will arrange for the transfer of leadership responsibilities and documentation and establish new responsibilities in collaboration with the Vice President for Information Services and Librarian of the College. Workflow and scheduling within each team will be addressed as necessary. Support and integrate new staff members into the department and the college. Finalize the scope of work and duties for these positions.

The transition of two IS staff into new leadership roles was successfully accomplished. Two new librarians joined Information Services in the fall of 2007. One individual, on the Research Support and Instruction team, decided that the fit was not right and left the college in the fall. The vacant position was restructured based on a realignment of current staff responsibilities, and a new librarian was recruited in the spring 2008. The other position, on the Information Resources team, was well integrated into the departmental community and is successfully supporting IS and college objectives. Continued attention to the successful transition of these positions will continue in AY09.

Supports Strategic Plan Initiatives:

2. Excellence in people - Recruit, retain, and support an outstanding and diverse faculty, student body, and staff committed to the mission and values of the College, which is building a pluralistic community that fosters an understanding of the responsibilities of global citizenship.

- 2.3.5 Assure that staffing levels in all College departments are appropriate to provide excellent service, with particular attention to those areas that have been significantly reduced in recent years.
- 2.3.6 Plan for succession and turnover in staff ranks to assure retention of institutional memory.

Continue to develop collaborative collection development program with Wesleyan University and Trinity College

With an anticipated Andrew W. Mellon grant for Collaborative Collection Development and Management, we will reconvene CTW Collections Group; recruit CTW Collections Specialist; select and subscribe to collection analysis products; arrange for kickoff event and begin retrospective analysis of collections; complete analysis of pilot purchasing program and determine future of this cost-based approach to collaboration.

This is a 3-year goal. In the third year, we will finalize policies based on results of the collection analyses conducted during the period of the grant and gain individual college approval to sustain shared collection development decisions and preserve the holdings of each college into the future.

Work began on the three-year CTW/Mellon Collaborative Collection Development with the hiring of the CTW Librarian for Collaborative Collection Projects. Efforts during this first phase have focused on the collection and presentation of institutional-specific data, the review and selection of a software program for collection analysis, and establishment of priorities and workflow for the project. This groundwork establishes a framework for analysis of the collections, individually and collectively. An in-depth analysis will allow librarians to begin a comparison of the collections and provide the information required for the development of a shared collection development policy for the Consortium.

Supports Strategic Plan Initiatives:

- 1.2.1 Enrich faculty-student interaction through the finest classroom teaching, collaborative research and travel with faculty, individual studies, and honors study and promote the intellectual atmosphere on campus through increased support for lecture series, symposia, and enhanced acquisitions in the College's library.
- 5.3 Efficient use of resources. Create ongoing and agreed-upon processes for programmatic reviews.

Research and implement a management and delivery system for digital images

The NITLE (National Institute for Technology and Liberal Education) study on Using Digital Images in Teaching and Learning, in which Connecticut College faculty and Instructional Technology staff participated, indicates that digital images are having a major impact on teaching across disciplines. The college as a whole would benefit from the acquisition of a digital image database solution. Only recently have viable solutions become available. Information Services will research options, do pilot projects and implement a solution over a three year period.

2007-2008	Assemble and implement three Connecticut College image collections for use in a pilot program in ARTstor. Use these collections in courses and for general college access.
2008-2009	Review current image database options. Expand pilot program with additional image collections for courses.
2009-2010	Implement a digital image management solution.

The pilot program will use existing high resolution digital images in Special Collections and Archives and the Visual Resources Library. Managed by the ArtStor program these images and metadata will be available to students and faculty for study and research. The cataloging and digitization of historical photographs in the College Archives is important for classes and researchers studying the history of Connecticut College. The Japanese Print Collection and the Chu-Griffis Art Collection sections of this project will be completed by the end of the summer 2007. Historical photographs of

campus architecture will be scanned and cataloged in 2007-2008 in time for a scheduled seminar. Other historical photograph collections and scrapbooks will be scanned and cataloged in 2008-2009. This is a multi-year initiative and the needs of the celebration of the upcoming college centennial will be kept in mind.

*Three image collections were assembled and incorporated into ARTstor. **Connecticut College's teaching collection of Islamic Art & Architecture** contains images used in the Islamic Art course. **Connecticut College's collections of Asian Art** contain original artworks, primarily Chinese paintings and Japanese woodcuts, housed in the Special Collections & Archives and in the Wetmore Print Gallery. **Connecticut College's image bank of Geologic and Geomorphic Landforms** contains over 500 images of landscapes sculpted by natural geologic and geomorphic processes, photographed by Douglas Thompson, Professor of Geology. Historic photographs of campus architecture were scanned and delivered through Flickr to students in the Architecture of Connecticut College course. Each collection was used outside courses at the college and is available to the public.*

Supports Strategic Plan Initiatives:

1.1.1 Bolster and support the key elements that comprise students' educational pathways, beginning with traditional classroom work and advising, and integrating interdisciplinary studies, internships, athletics, OVCS, and other student activities. Create programs and opportunities that lead students to knit these experiences together and to reflect upon the relationships among them. In particular, enhance international experiences, including language and cultural study, traditional study away, SATAs, and TRIPs.

1.2.5 Support faculty initiatives to revitalize and craft diverse teaching approaches, and support the development of new curricular opportunities and offerings.

4.4.3 Continue to invest in the modern information systems and technical staff needed to maximize intra-campus communications and efficient operations.

Test and install new SunGard SCT Banner Software Release 8.0; review of appropriateness of implementing SunGard Luminis Portal Software

The release of Banner 8 is due in spring 2008. Information Services will continue to work with functional offices in the planning, testing and training required for this major upgrade with a tentative completion in the late fall of 2008. Staff supporting and using the following modules and products will be affected by this upgrade: Advancement (includes Alumni), Self Service for Advancement Officers, Finance (includes Accounts Payable, Budgeting, Fixed Assets, Grants, General Ledger), Financial Aid, Human Resources (includes Payroll and Position Management), Employee Self Service, Student (includes Accounts Receivable, Admissions, Deans, Student Life), Self Service for Faculty and Advisors, Self Service for Student, NOLIJ integration, WebCT Integration, WebFOCUS, Intellicheck, Evisions, e-print, data marts and system enhancements.

Banner 8 by SunGard was released in April 2008. IS has postponed the installation of a test version of this release until after Banner 8.1 is released in October. Review of customizations and testing will continue throughout the summer and fall of 2008. Because the anticipated scope of changes and actual time necessary for the upgrade process is large, a tentative go-live date is being scheduled for sometime in the fall 2009. This upgrade effort will be more resource intensive than in the past since we are now interfacing with more third-party systems, have rolled out more functionality within Banner and Self Service, and have created more customizations.

Review and, if appropriate, begin implementation of SunGard Luminis Portal Software.

The purchase and implementation of the Luminis portal product to replace CamelWeb would provide the campus with an underlying framework that is more closely integrated with Banner Self Service functionality. The portal offerings would give the college community an easier to use front-end while providing more direct access to specific Self Service and Banner functionality. IS will involve all functional areas to review Luminis to decide if the college should purchase and implement the software.

Luminis is a sophisticated software product that would take from eighteen months to two years to implement.

The Integration Committee and the Steering committee approved the purchase of Luminis and the system was purchased in July 2007. Planning for the implementation occurred during the fall and a test system is currently being configured. Luminis is expected to be operational after February 2009.

In July 2007 the college purchased a license for Connect-ED, a campus emergency response system. This system sends phone, e-mail and text warning messages to the camps community and designated emergency contacts. The AIS and Web groups partnered with College Relations to conduct a rapid-implementation of the system. Campus-wide tests were conducted in September, November and February. Ninety four percent of the students and ninety two percent of the faculty and staff have subscribed to Connect-ED. It has been a success.

IS played a major role in selecting and implementing a One-Card system. In November 2007, the college initiated a rapid campus-wide project to evaluate, purchase and implement a dorm door-entry system that was integrated into a One-Card System. The college selected and purchased Blackboard's campus Card Transaction System and installed the door-entry portion of the system in three weeks. The college is now proceeding with plans to develop a single ID card that will work with all campus activities that now use individual cards such as dining services, library circulation, and laundry washers and dryers.

Supports Strategic Plan Initiatives:

4.4 Construction and maintenance of a robust technical infrastructure. Provide the technical infrastructure and information systems necessary to assure high levels of reliability and performance.

4.4.3 Continue to invest in the modern information systems and technical staff needed to maximize intra-campus communications and efficient operations.

AY08 MID-YEAR OBJECTIVE:

Provide improved technical support to the key strategic areas of Advancement, Admissions and College Relations.

Information Services contracted with EduTech International in December 200 to review the college's information technology infrastructure, including staffing, organization, decision-making, planning and any other relevant aspect of the environment. The resulting consulting report recommended a new methodology for decision-making, along with restructured committee oversight at the functional, technical and strategic/administrative levels. The weakness of the current environment to achieve college goals was described and modification to the environment planned and implemented. Additional resources for information technology were approved for FY09. Additional planning and budget improvement will be necessary to correct past inefficiencies and to support a successful information technology environment.

Supports Strategic Plan Initiatives:

4.4 Construction and maintenance of a robust technical infrastructure. Provide the technical infrastructure and information systems necessary to assure high levels of reliability and performance.

4.4.3 Continue to invest in the modern information systems and technical staff needed to maximize intra-campus communications and efficient operations.

Information Resources Team

Create a “Services for Alumni” page off of the Information Services homepage that includes two specialized electronic databases designed to provide information resources on business topics and subjects of general interest. Work with Alumni Office to publicize and promote the use of these databases and to facilitate authorization through the new Alumni portal. Provide links to appropriate library resources and services.

The Resources for Alumni page has been created under Academic Support on the I.S. homepage. This page provides information regarding borrowing privileges, resources and access to Academic Search Alumni Edition and ABI/Inform, two databases acquired specifically for the use of the alumni. The Director of Alumni Relations has made a commitment to promote these resources in the coming 2008/2009 academic year.

Supports Strategic Plan Initiative:

3.4.1 Develop excellent programming for and communications with alumni-including events, reunions, publications, Web presence, and personal contacts-to build mutual support: the College will aid alumni in their continuing process of education and engagement, and alumni will be guarantors of the College’s reputation and financial successes.

Hire and support the new Technical Services and Systems Librarian, complete new office space, review technical services workflow in light of new staffing options

Hire and train new Technical Services and Systems Librarian. Oversee construction of a new technical services office in July. Move data load processing from CTW headquarters at Wesleyan to Shain. Set up a local workstation to handle macros and data imports from major vendors. Complete training of new personnel on Voyager products and local practices. Work as a group to review workflow and make any changes considered advisable.

Our new Technical Services and Systems Librarian joined the staff in early August. A new office was constructed and completed by mid- August. A list of goals and objectives was established that incorporated ILS and systems training, workflow reorganization in the acquisitions and cataloging areas, liaison and reference responsibilities, and several special projects. A number of significant staffing changes took place within the department during this time. These challenges were met successfully and the efficiency and workflow of the department have benefited.

Supports Strategic Plan Initiatives:

2.3.5 Assure that staffing levels in all College departments are appropriate to provide excellent service, with particular attention to those areas that have been significantly reduced in recent years.
5.3 Efficient use of resources. Create ongoing and agreed-upon processes for programmatic reviews.

Hire and support existing and new Information Resources staff

Hire and train staff for the positions of Technical Services Supervisor, Serials Assistant and CTW/ILL Assistant. Identify priorities and establish a work plan with team members to provide service continuity during this transitional period.

Vacancies in the technical services area were covered by the existing staff January through early April while staff members were trained for their new positions by their supervisors. A new CTW/ILL Assistant hired in late March continues training. Services and resources were continued successfully as a result of cooperation and hard work by the staff despite the additional workload created by these vacancies.

Supports Strategic Plan Initiative:

2.3.5 Assure that staffing levels in all College departments are appropriate to provide excellent service, with particular attention to those areas that have been significantly reduced in recent years.

Continue the ongoing program of stack management to provide space for incoming materials and to maintain order in the existing collections

Shift the entire second floor collection to open up space in needed areas. Read the entire third floor stacks to correct errors in shelving.

The shift of the second floor collections were completed prior to September 1st. An ongoing project of shelf reading was initiated during the summer using both staff and students. Completion of this work took place during the 2007/2008 academic year. An additional shifting project took place in spring 2008 to accommodate space needed for the renovation of Special Collections to begin in mid-May.

Supports Strategic Plan Initiatives:

1.2.2 Enrich faculty-student interaction through the finest classroom teaching, collaborative research and travel with faculty, individual studies, and honors study, and promote the intellectual atmosphere on campus through increased support for lecture series, symposia, and enhanced acquisitions in the College's library.

5.3 Efficient use of resources. Create ongoing and agreed-upon processes for programmatic reviews.

Determine disposition of pre-1980 science journals

Consider options for removing pre-1980 science journals from the periodical stacks to free up additional space for alternate use. Continue to investigate possibilities for off-site storage, including the NELINET facility and the Five-College Consortium storage option in Massachusetts. Confer with CTW colleagues to consider the possibility of collaboration in this effort.

The disposition of these journals has yet to be determined pending a response from the Five-Colleges Consortium's Library Depository staff. Preliminary identification of the associated volumes is complete and approval has been obtained from relevant faculty which will enable this project to move forward. Completion is anticipated in the 2008/2009 academic year.

Supports Strategic Plan Initiatives:

4.2.2 Renovate and expand Shain Library to create a modern library and information commons that will serve as an attractive and vibrant intellectual center in support of research, scholarship, and campus life.

5.3 Efficient use of resources: Create ongoing and agreed-upon processes for programmatic reviews.

Analyze and review media collection

Identify and withdraw outdated formats. Replace with DVD format or online access as appropriate. Formats to be reviewed include 16 mm films, VHS, CD-ROM, floppy discs, audiocassettes, and laser discs.

A systematic review of these materials was completed by the library liaisons on consultation with the Reserve Supervisor and the technical services staff. Obsolete formats were withdrawn and replacement formats were purchased where appropriate. The remaining collection will be retained and shelved in the Library's Davis Classroom in the summer 2008.

Supports Strategic Plan Initiatives:

1.2.2 Enrich faculty-student interaction through the finest classroom teaching, collaborative research and travel with faculty, individual studies, and honors study, and promote the intellectual

atmosphere on campus through increased support for lecture series, symposia, and enhanced acquisitions in the College's library.

5.3 Efficient use of resources. Create ongoing and agreed-upon processes for programmatic reviews.

Review and dismantle Old Book Collection as possible

Review all titles catalogued in OBC and withdraw or replace as appropriate. Review for possible Special Collections candidates. Reintegrate replacement volumes into the main LC collection.

A project to begin the review and dismantling of the OBC Collection was initiated in fall 2007. Criteria and a process for their review were established and a student trained to begin the initial review of these materials in consultation with the staff. This first phase of the project will continue through summer 2008. The subsequent disposition of these materials will begin following the completion of phase one. It is anticipated that this decision-making phase will be ongoing as time and staffing resources permit.

Supports Strategic Plan Initiatives:

1.2.2 Enrich faculty-student interaction through the finest classroom teaching, collaborative research and travel with faculty, individual studies, and honors study, and promote the intellectual atmosphere on campus through increased support for lecture series, symposia, and enhanced acquisitions in the College's library.

5.3 Efficient use of resources. Create ongoing and agreed-upon processes for programmatic reviews.

Develop and implement a plan to outsource the cataloging of Chinese and selected Special Collections materials

The Technical Services and Systems Librarian will provide oversight to a project for the cataloging of Chinese and selected Special Collections materials by an outside contractor.

Work with the contractor to develop a plan, establish technical and systems requirements, and handle contract negotiations.

TechPro (OCLC) has been contracted to complete the cataloging of Chinese materials for addition to the Libraries' collections. Completion of the cataloging is anticipated by September 2008. These materials will then be returned and processed for the collection. Negotiations are being finalized with the Donahue Group for the retrospective conversion of titles in the Wyman Collection, a collection of folklore materials held by Special Collections. Those items requiring original cataloging in Voyager will be done on site following completion of the retrospective conversion project in fall 2008.

Supports Strategic Plan Initiative:

1.1.1 Bolster and support the key elements that comprise students' educational pathways.

Greer Music Library

Continue the ongoing project to develop additional space for the Greer Music Library's media collection

Continue the process of weeding the media collection to create additional space for new titles. Complete a design for reconfiguring the current shelving and develop a budget proposal for implementation in FY09.

A plan for weeding the vinyl recordings collections has been developed and work on this will begin in June 2008. More cassettes will be withdrawn, and any VHS tapes duplicated by DVDs will also be withdrawn. Media shelving vendors have been identified and will be invited to submit product quotes this summer.

Supports Strategic Plan Initiative:

4. Facilities and campus. Enhance, steward, and administer the buildings, infrastructure, and grounds of the College's beautiful arboretum campus so that they embody the values of the College and support the educational experience.

Develop and implement a plan for the historical sheet music collection

Develop a position paper outlining options for dealing with the historical sheet music special collection in Greer in the summer of 2007. Identify a course of action based on these recommendations and implement the plan during 2007-08.

A position paper was developed and a decision made to retain all imprints currently held and to no longer accept additional titles. Bibliographic records for the existing titles will be added to the Voyager catalog pending completion of the ongoing cataloging of the Shelley Jazz Collection [anticipated summer 2009].

Supports Strategic Plan Initiative:

1.1.1 Bolster and support the key elements that comprise students' educational pathways.

Develop an online training module for Greer Library student assistants

Work with Kathy Gehring to modify the existing music research tutorial (launch set for fall 2007) to create an online training module for Greer student assistants. Implement use of the tutorial in the fall 2008 semester.

Preliminary planning has begun. A purpose statement and a draft outline of the tutorial have been drawn up. The staff will begin submitting the text of the various modules to Kathy in June.

Supports Strategic Plan Initiative:

1. Educational program. Build an innovative, intellectually rigorous, comprehensive approach to education that promotes life-long learning, creativity, critical thinking, and civic action.

Continue ongoing cataloging and reclassification projects of library collections

Begin work on the final half of the Shelley Jazz Collection and reclassifying several Dickinson sections to LC as well as conducting some database cleanup projects. Work will continue through the summer of 2007 with an anticipated completion in 2009.

During the summer of 2007 the summer student assistants completed preliminary editing of over 400 Shelley albums, and the music librarian completed the cataloging. Bibliographic records for the 2008 summer batch are already being imported into Voyager in preparation for this year's phase. Also during summer 2007 all opera full and piano-vocal scores were reclassified into LC, and during the academic semesters the music librarian also converted a small section of Dickinson scores (06's) to LC.

Supports Strategic Plan Initiative:

1.1.1 Bolster and support the key elements that comprise students' educational pathways.

Instructional Technology Team

Update policies and charges for services delivered through Media Services

Research actual costs to deliver media services within the college and adopt a chargebacks schedule consistent with the research. Policies for requesting and delivering services will be reviewed and revised to make it easier for the requestor, the Events Office and Media Services to

understand the schedule for setup and services, requestor needs, and the services that will be provided, and the charges for services. Policies and charge information will be communicated in a clear way including publication on CamelWeb. Policies and charges for outside events will also be revised.

Research was done on the actual costs to deliver media services, including the identification of costs to acquire, install, and maintain the array of technologies used in campus classrooms. The scope of this project is large; the work continues and will be completed during the FY09 year.

Supports Strategic Plan Initiative:

5.3 Efficient use of resources. Create ongoing and agreed-upon processes for programmatic reviews.

Extend the Digital Enhanced Learning Initiative (DELI) for a second year, to develop a model for a grant program enabling faculty to integrate technologies into class use

Provide instructional technologies such as a digital camera, iPod or digital camcorder to each student or group of students to complete assignments to meet course learning objectives. This expands from the FY07 pilot year in which we focused on Freshman Seminars. In the pilot we allowed the students to keep the technology at the end of the course in exchange for participation in focus groups over their remaining four years at the college, telling us how they used the technology both within and outside classrooms. In this second year of the program, we will loan the technologies to individual students or groups of students in any level course in any discipline across the curriculum.

The instructional technology team provided digital resources, instruction and support for 10 courses over the FY08 academic year. The technologies included video iPod kits, digital camera kits, and digital camcorder kits (which was a new technology for the program). The courses spanned the curriculum, with courses from Art, Computer Science, Education, East Asian Languages, Psychology and Slavic Studies. A talk was presented at the national EDUCAUSE 2007 conference in Seattle about DELI, "Using Student-centered Technologies to Enhance the Curriculum", which was written up in the Chronicle of Higher Education's online magazine. IS received partial funding in response to an Above Current Level request to permanently fund DELI, therefore providing an operating budget to continue DELI.

Supports Strategic Plan Initiative:

1.2.5 Support faculty initiatives to revitalize and craft diverse teaching approaches, and support the development of new curricular opportunities and offerings.

Create a plan for increasing services for language and culture learning and technology services that is integrated into the International Cultural Commons program

Develop and implement a plan to improve the resources and services delivered both within and outside of the Language Lab. The planning will be done in conjunction with the future International Cultural Commons (ICC) to ensure effective use of time and resources.

The Director of the Instructional Technology team served as a member of the IC Steering Committee. The team surveyed student and faculty needs and developed a plan for renovating the Language Lab into a modern, inviting Foreign Language and Culture Learning Center, and to enhance other IC spaces with technology. These were part of an overall plan developed by the IC Steering Committee, which was presented to the Board of Trustees.

Supports Strategic Plan Initiatives:

1.2.5 Support faculty initiatives to revitalize and craft diverse teaching approaches, and support the development of new curricular opportunities and offerings.

4.4.3 Continue to invest in the modern information systems and technical staff needed to maximize intra-campus communications and efficient operations.

Continue to promote and support the integration of technology into the curriculum

Deliver the 8th annual Tempel Summer Institute for faculty, which has been totally redesigned, to integrate the use of new instructional technologies into the curriculum. Provide Advanced Tempel Institutes, focusing on Web 2.0 applications such as podcasting, wikis, and blogs. Deliver a second year of DELI (see DELI program description above) to enhance the curriculum. Introduce Internet2 resources for use in teaching and research; instructional technologists will collaborate with faculty to explore how databases, videos, and other assets accessed via I2 can enrich classroom and research experiences. Seek ways to improve support for using technology within the classroom.

The team coordinated the planning and delivery of the ninth annual Tempel Summer Institute June 23-27, 2008. The successful five-day workshop focused on Course Design and using Moodle and Web 2.0 technologies to enhance student learning. The team established an Apple iTunes U account for the college. Team members coordinated with the Center for Teaching and Learning to present two workshops for faculty: "Clickers, Folders and Beyond: Creative Ways to Engage All Students" and "YouTube and Beyond: Using Video in Your Class to Enhance Student Learning".

Supports Strategic Plan Initiatives:

1.2.5 Support faculty initiatives to revitalize and craft diverse teaching approaches, and support the development of new curricular opportunities and offerings.

4.4.3 Continue to invest in the modern information systems and technical staff needed to maximize intra-campus communications and efficient operations.

Research and implement course management system

ConnCourse, the college's course management system has become the accepted tool for faculty to deliver resources and services to students, and to facilitate management of courses. Recent improvements in open-source course management systems have made some of them a viable alternative to ConnCourse. We are assessing our needs while evaluating the options for course management systems, to ensure that the college has the right system in place. The current investment of time by faculty and staff in ConnCourse and the time required to transition to a new system will be a factor in the decision to move to another system.

2007-2008	Form a committee to evaluate current and future campus needs in a course management system and study the field of available options for both commercial and open-source systems.
2008-2009	If determined appropriate by the committee, pilot an alternative system while continuing the use of the current system
2009-2010	If the alternative system is determined to be more appropriate for the campus than the current system, phase out the use of current system.

The team researched options for a replacement for ConnCourse (WebCT) and formed a CMS Committee to guide the implementation of the selected system: Moodle. Team members piloted five courses (with faculty) in the spring 2008 semester, announced the migration plans to the campus and provided demos and one-on-one instruction for faculty. In collaboration with the Technical Support team, instructional technologists acquired and installed new servers for Moodle, linked Banner to Moodle and have fall 2008 course shells ready for faculty to use. The team moved files from current courses to fall 2008 course shells to facilitate the transition for faculty to Moodle. The Tempel Summer Institute in June 2008 focused on the use of Moodle.

Supports Strategic Plan Initiatives:

1.2.5 Support faculty initiatives to revitalize and craft diverse teaching approaches, and support the development of new curricular opportunities and offerings.

4.4.3 Continue to invest in the modern information systems and technical staff needed to maximize intra-campus communications and efficient operations.

Continue renovations to classrooms through the Classroom Improvement Plan

Support the Classroom Improvement Plan across the scope of planning and implementation work, including collaborating with Advancement in fund-raising, grant proposal writing, documentation, and discussions with potential donors. The support also includes working with architects on designs, media specifications and publications, and serving as the liaison to the faculty on the Classroom Improvement Committee. In collaboration with the CTL, offer seminars in the renovated classrooms on effectively using the classrooms and accessible resources in courses.

During the summer of 2007 two more classrooms were renovated. Also, the team worked with the architect and the Classroom Improvement Committee to develop the designs for the renovation of Bill 106, Bill 212 and Bill 401 which are being renovated in the summer of 2008. The team worked with Advancement staff on a successful proposal to the Ferris Booth Foundation for support of the Bill Hall classrooms. A talk was presented with the VP for Information Services and CIO of Rhodes College, "Strategic Planning for Learning Spaces" at the national CLAC 2008 conference in June, 2008 at Union College.

Supports Strategic Plan Initiatives:

1.2.5 Support faculty initiatives to revitalize and craft diverse teaching approaches, and support the development of new curricular opportunities and offerings.

4.1.2 Renovate classrooms into modern, comfortable, and flexible teaching/learning spaces as proposed in the 2004 Classroom Improvement Plan.

4.4.3 Continue to invest in the modern information systems and technical staff needed to maximize intra-campus communications and efficient operations.

Explore options for enhancing classes with visiting scholars through videoconferencing

Design and implement a plan to provide faculty with the opportunity to have scholars at other institutions visit their class using our videoconferencing facilities. Provide information to faculty on the availability and of this service and its potential value in enhancing courses.

Research began on exploring options for enhancing classes with visiting scholars through videoconferencing. The work will continue and be completed during the next academic year, as more opportunities become available for teleconferencing.

Supports Strategic Plan Initiatives:

1.2.5 Support faculty initiatives to revitalize and craft diverse teaching approaches, and support the development of new curricular opportunities and offerings.

4.4.3 Continue to invest in the modern information systems and technical staff needed to maximize intra-campus communications and efficient operations.

Research Support And Instruction Team

Hire and support the new Instruction Coordinator and Outreach Librarian

Determine the scope of the work and duties for this position. Primary duties will include the development and implementation of an information literacy plan and a campus outreach plan in the first year. The incumbent will be responsible for investigating best practices for assessing the overall information literacy program. Consultation with other members of the team and the Reference Liaison Group will be essential in developing this work. Identify staff development opportunities for the team that will enhance this work.

After consultations with the Reference Liaison Group, this position was reconfigured to Research and Instruction Librarian/Special Projects Coordinator to be shared with the Vice President for

Information Services and Librarian of the College. The position was rewritten, posted, and candidates interviewed in spring 2008. An offer was made and accepted with an anticipated start date in summer 2008.

Supports Strategic Plan Initiatives:

2. Excellence in people - Recruit, retain, and support an outstanding and diverse faculty, student body, and staff committed to the mission and values of the College, which is building a pluralistic community that fosters an understanding of the responsibilities of global citizenship.

2.3.5 Assure that staffing levels in all College departments are appropriate to provide excellent service, with particular attention to those areas that have been significantly reduced in recent years.

Establish a strategic plan for information literacy

Establish and implement first-year priorities and determine a long-term strategic plan for the college's information literacy instruction program in collaboration with team members. Reconstitute the information literacy advisory group of Information Services staff and faculty to help guide the process. Identify best practices that can be utilized as well as measurable goals and objectives of a long-term plan for information literacy. Determine how the overall effectiveness of the information literacy program will be assessed. Publicize these efforts to the college community and work with colleagues to promote the program.

A formal plan was not developed but work on long-term planning has begun. The College led an initiative to have a group of peer institutions include the experimental information literacy questions developed by the ACRL (Association of College and Research Libraries) Institute for Information Literacy's College Students Surveys Project Group in the 2008 NSSE (National Survey of Student Engagement). These results will be used to inform planning and to consider the effectiveness of the Freshman Seminar pilot. Two team members participated in the ACRL online seminar "Creating a Comprehensive Plan for Information Literacy." Work has begun on creating a needs assessment and developing a planning process.

Supports Strategic Plan Initiatives:

1.1.1 Bolster and support the key elements that comprise students' educational pathways, beginning with traditional classroom work and advising, and integrating interdisciplinary studies, internships, athletics, OVCS, and other student activities.

1.1.3 Refine and implement the College's new plan for General Education, including first year seminars, new distribution requirements, and other features that may emerge to form a foundation for the new educational pathways.

1.2.5 Support faculty initiatives to revitalize and craft diverse teaching approaches, and support the development of new curricular opportunities and offerings.

Develop a campus outreach plan

Work with the Center for Teaching and Learning, Unity House, Information Services Diversity Outreach Committee, student organizations, and other campus constituencies to determine a vision and establish a plan for outreach to the college community. Plan and implement activities for year one of the plan, assess effectiveness, and devise a longer range plan based on initial assessment. Develop and implement an assessment strategy for the plan.

With the loss of the Instruction Coordinator and Outreach Librarian position, plans for campus outreach were put on hold. The team will instead focus on outreach to academic entities for direct curricular support. A plan for Information Services liaisons to academic centers will be determined in summer 2008. Members of the team presented at two Center for Teaching and Learning (CTL) workshops. Discussions with the Dean of Studies and Associate Dean of Studies for Freshmen and Sophomores led to consideration of the library's role in the work of CORE (Committee on Residential Education).

Supports Strategic Plan Initiatives:

1.1.1 Bolster and support the key elements that comprise students' educational pathways, beginning with traditional classroom work and advising, and integrating interdisciplinary studies, internships, athletics, OVCS, and other student activities.

1.1.3 Refine and implement the College's new plan for General Education, including first year seminars, new distribution requirements, and other features that may emerge to form a foundation for the new educational pathways.

1.2.5 Support faculty initiatives to revitalize and craft diverse teaching approaches, and support the development of new curricular opportunities and offerings.

Integrate library liaisons into Freshman Seminars

Work with the Dean of Studies and the Freshman Year to develop and implement a plan to integrate library liaison and information literacy into each first-year seminar. Serve as a first point of contact for first-year students to orient them to library resources and services. Work with faculty in each seminar to develop student awareness of information resources and identify opportunities where information literacy skills and concepts might complement the existing course curriculum.

The pilot program to integrate Library Liaisons into Freshman Seminars was very successful. The team met with the Dean of Studies and Associate Dean of Studies for Freshmen and Sophomores to discuss this idea and gain their support. Subsequently, the team prioritized goals and developed a stated purpose for the program. A letter was sent to all faculty teaching Freshman Seminars outlining the program's purpose and offering suggestions on ways to integrate information literacy into the seminars. In total, librarians had contact with 20 of 35 seminars. A survey was sent to faculty who participated in the pilot program. Feedback was generally very positive and several comments expressed support for librarians continuing to work with Freshman Seminars. The program is being offered again in 2008-09.

Supports Strategic Plan Initiatives:

1.1.1 Bolster and support the key elements that comprise students' educational pathways, beginning with traditional classroom work and advising, and integrating interdisciplinary studies, internships, athletics, OVCS, and other student activities.

1.1.3 Refine and implement the College's new plan for General Education, including first year seminars, new distribution requirements, and other features that may emerge to form a foundation for the new educational pathways.

1.2.5 Support faculty initiatives to revitalize and craft diverse teaching approaches, and support the development of new curricular opportunities and offerings.

Develop and embed information literacy resources in ConnCourse

Collaborate with the Instructional Technology team to develop and embed information literacy content within the ConnCourse course management system. Plans include a library gateway class in which all students will be enrolled, a program for faculty to selectively choose specific content to add to their individual course sites, and modify existing subject guides to include a federated search box configured with subject specific resources.

The library skills tutorial, Research 101, was significantly revised and made available to students as part of a library research gateway developed in ConnCourse. The library gateway provides a selective group of resources to help students get started with the research process and familiarize them with some of the available resources. The library research gateway remained visible to students logging into ConnCourse throughout their freshman year. In addition, the library implemented LibGuides to create course-specific library guides. Links to LibGuides were integrated into the course management system, ConnCourse, wherever possible. Some plans have been

postponed to 2008-09 with the decision to move to Moodle as the new course management system.

Supports Strategic Plan Initiatives:

1.1.1 Bolster and support the key elements that comprise students' educational pathways, beginning with traditional classroom work and advising, and integrating interdisciplinary studies, internships, athletics, OVCS, and other student activities.

1.1.3 Refine and implement the College's new plan for General Education, including first year seminars, new distribution requirements, and other features that may emerge to form a foundation for the new educational pathways.

1.2.5 Support faculty initiatives to revitalize and craft diverse teaching approaches, and support the development of new curricular opportunities and offerings.

Identify new technologies for information literacy instruction

Investigate, identify and implement alternative approaches for reaching students in the classroom using new technologies that will support learning through the development of information literacy skills and knowledge. Assess the use of these new technologies and potential for broader implementation.

A classroom response system (clickers) was introduced into library sessions for three classes, two with a large number of sections. The clickers require students to immediately engage with the material to answer. Students responded very well to this form of active learning. Their responses allowed the librarians to monitor students' responses and adjust the class content to address areas that were not readily understood. The team plans to expand the use of clickers with additional classes in the fall. Blogs and wikis were developed for a number of classes both as tools for promoting library resources and to allow classes to develop their own content.

Supports Strategic Plan Initiatives:

1.1.1 Bolster and support the key elements that comprise students' educational pathways, beginning with traditional classroom work and advising, and integrating interdisciplinary studies, internships, athletics, OVCS, and other student activities.

1.1.3 Refine and implement the College's new plan for General Education, including first year seminars, new distribution requirements, and other features that may emerge to form a foundation for the new educational pathways.

1.2.5 Support faculty initiatives to revitalize and craft diverse teaching approaches, and support the development of new curricular opportunities and offerings.

Review and analyze the government documents collection

Initiate a review and analysis of the government documents print collection to identify options that address ongoing library space needs on the lower level of Shain Library. An option for weeding the collection will be considered based on the *Guidelines for the Federal Depository Library Program* and the *Federal Depository Library Manual* which includes the FDLP Basic Collection and Suggested Core Collection. Factors to be considered include the increased availability of electronic documents, current use of the documents collection by library patrons, input from faculty in government and related departments, and the availability of print documents through the CTW collections. The Information Resources team will coordinate the work of the project. The documents librarian will work with the Information Resources team to ensure that local needs are met and that depository library requirements and discard procedures are followed.

The Government Documents Review Task Force delivered a preliminary report. Members of the task force met with librarians from Trinity College and Wesleyan University to discuss needs and trends. Some older materials that were not part of the federal depository program were discarded from the Dewey collection after conferring with faculty. Additional collection maintenance is planned

for summer 2008. Based on preliminary discussions, the library will likely replace the Serial Set with electronic content from Readex, a publisher of primary source research materials.

Supports Strategic Plan Initiatives:

1.1.1 Bolster and support the key elements that comprise students' educational pathways, beginning with traditional classroom work and advising, and integrating interdisciplinary studies, internships, athletics, OVCS, and other student activities.

Special Collections And Archives Team

Implement Records Management Plan

Publish and distribute the Records Management Plan to campus offices. As needed, assist administrative offices to implement the recommendations and requirements outlined in the plan. Continue to facilitate off-site records storage program. The timeline and plan for implementation will become clearer once the manual has been reviewed and approved by senior staff and legal counsel.

The Records Management Plan is basically complete. Some offices already follow the guidelines informally.

Supports Strategic Plan Initiative:

2.3.6 Plan for succession and turnover in staff ranks to assure retention of institutional memory.

Redesign Special Collections and Archives Web sites

To highlight the resources and programs of the department, and offer greater user interaction, the Special Collections Web site will be updated and the College Archives Web site will be redesigned and more content added. The College Archives site requires a complete overhaul, adding information about collections, links to finding aids, records group lists and forms for administrative offices, and online exhibits. Most of these enhancements will be accomplished by the end of the summer 2007 with other work ongoing over 2007-2008.

This objective will be carried over to 2008-2009. The redesign of the website will reflect the merger of Special Collections and College Archives activities in the new Lear Center.

Supports Strategic Plan Initiatives:

3.2.1 Redesign the College Web site to build dynamic relationships with all constituencies, including prospective and current students and parents, alumni, faculty, staff, trustees, and the public.

3.4.1 Develop excellent programming for and communications with alumni—including events, reunions, publications, Web presence, and personal contacts—to build mutual support: the College will aid alumni in their continuing process of education and engagement, and alumni will be guarantors of the College's reputation and financial successes.

Support institutional digital repository

After training in new DSpace system, migrate the digital resources now held in Digital Commons@Connecticut College to the new NITLE DSpace system. In order to make the institutional digital repository a success, encourage more collaboration with faculty and students. Training, migration, and addition of new material will be accomplished by the end of the summer 2007. A campaign to encourage greater faculty involvement will begin in 2007-2008.

We did not move to DSpace and we did not have a campaign to encourage greater faculty involvement. However, we were part of Phase I of the implementation of the redesign of Digital Commons.

Supports Strategic Plan Initiatives:

1.2.1 Enrich faculty-student interaction through the finest classroom teaching, collaborative research and travel with faculty, individual studies, and honors study, and promote the intellectual atmosphere on campus through increased support for lecture series, symposia, and enhanced acquisitions in the College's library.

3.3.1 Enhance the College's visibility through new initiatives such as the development of a Faculty/Staff/Student Speakers Bureau and creation and promotion of a speaker series featuring alumni and other high-profile individuals. Revive the granting of honorary degrees and establish a prize related to institutional strengths in environmental studies, international relations, the arts, or commitment to pluralism.

Special exhibitions and programs

The year 2007 is the centennial of the birth of environmental pioneer Rachel Carson and it also marks the thirtieth anniversary of Shain Library. Two special exhibitions and programs are planned for September 2007 to celebrate these milestones. An exhibition celebrating thirty years of Shain Library using material from the College Archives will be displayed over the summer of 2007 with a culminating program and reception on Thursday, September 6. Later in the month an exhibition about Rachel Carson and her legacy using material from the Lear/Carson Collection will be displayed in the library. There will be a program with an invited outside speaker and faculty participation followed by an opening reception on the afternoon of Friday, September 21. The annual Sound Lab Foundation Lecture on Thursday, September 20 will also have an environmental theme. The speaker is Elizabeth Kolbert, writer for the *New Yorker* and author of *Field Notes from a Catastrophe*.

All of these programs took place and were a success.

Supports Strategic Plan Initiative:

1.2.1 Enrich faculty-student interaction through the finest classroom teaching, collaborative research and travel with faculty, individual studies, and honors study, and promote the intellectual atmosphere on campus through increased support for lecture series, symposia, and enhanced acquisitions in the College's library.

Technical Support Team

Expand Events Management and Physical Plant TMA software functionality

Information Services' staff will work with the Events and Physical Plant offices to provide additional Web services functionality through their existing third party software solutions, EMS and TMA. Virtual EMS functionality will be added and be available through the CamelWeb site. It will provide the campus community the ability to review meeting space availability on-line and submit requests for preferred spaces.

TMA Web changes will enable campus community members to request and track the status of Physical Plant services over the Web. For both rollouts, small pilot groups will be defined over the summer and fall of 2007 to test the effectiveness and efficiency of the new processes before making them available to the entire campus community later in the year.

Information Services and Events staff have been working on the setup and implementation planning for the virtual EMS service. This spring, small pilot groups are being defined and trained to test out current capabilities of this space reservation and request software product. At the end of the

semester, their recommendations will be reviewed. The expectation is that this system will be available campus-wide in the fall. A major EMS database upgrade to SQL Server 2005 is in the planning stages for summer 2008.

The TMA iServiceDesk project will begin after outstanding upgrades of the TMA software have been applied.

Supports Strategic Plan Initiatives:

4.4 Construction and maintenance of a robust technical infrastructure. Provide the technical infrastructure and information systems necessary to assure high levels of reliability and performance.

4.4.3 Continue to invest in the modern information systems and technical staff needed to maximize intra-campus communications and efficient operations.

Expand Banner Self-Service applications

The review of additional Banner Self Service offerings will continue through the 2007-2008 year. Staff will partner with administrative offices to review Financial Aid, Accounts Receivable, and Finance functionality as well as enhanced Payroll and Human Resources offerings. On-line Registration is scheduled to be implemented in the fall 2007 for spring 2008 classes.

The On-line Registration process went very smoothly for the fall 2007 and spring 2008 pre-registration. There has been much positive feedback about self-service registration from both students and faculty.

Additional Self Service functionality for Finance was offered in April 2008 for budget viewing. The rollout of additional functionality for Employee Self Service for pay stub viewing has been postponed until later in the year. Accounts Receivable and Financial Aid modules are in the planning stages for rollouts in spring 2009.

Supports Strategic Plan Initiatives:

4.4 Construction and maintenance of a robust technical infrastructure. Provide the technical infrastructure and information systems necessary to assure high levels of reliability and performance.

4.4.3 Continue to invest in the modern information systems and technical staff needed to maximize intra-campus communications and efficient operations.

Partner with functional offices to improve business processes

Information Services staff will work with offices to provide solutions which promote the automation of information gathering and data entry into Connecticut College databases. Programming staff will work with Advancement to create mechanisms to assist in the mass updating of data used in the Capital Campaign. New software will be created to assist the Admissions office to further streamline the application review process. New processes will be built for Financial Aid and Human Resources to make the task of hiring and entering student employee information more efficient and timely. Information Services staff is also working with Records staff to implement the SEVIS tracking module in Banner. SEVIS is the federal database containing foreign student information. This functionality in Banner will allow electronic reporting and provide an automated method of notification for any changes in foreign student information to the government. Information Services staff will also be working with Financial Aid, Finance, and Campus Partners to create automated solutions for data transmittal of loan information.

Information Services staff have successfully created mechanisms to automate data entry processes. Advancement fiscal year end processing has been streamlined by the automation of parent information into the Advancement database, Annual fund solicitation information maintenance for alumni and parents has been improved, mailing segmentation identification has been automated. In Admissions, the entry of the supplemental application has been modified for

the new third-party service provider as well as the automation of the application data. Process improvements have been seen in Human Resources in the build of the bridge creating one data entry point for student employment data in Financial Aid. The project to create an automated solution for data transmittal of loan data has also been completed. In addition, the college has purchased the data automation tool, Axiom, to replace the existing NOLIJ appliance.

The implementation of the SEVIS tracking module in Banner has been put on hold until the decision for long-term support from the Dean's office has been made. In addition, SunGard is unbundling the SEVIS module from the baseline suite and creating a new product, SEVIS Connection. The Integration Committee would need to consider this software.

Supports Strategic Plan Initiatives:

4.4 Construction and maintenance of a robust technical infrastructure. Provide the technical infrastructure and information systems necessary to assure high levels of reliability and performance.

4.4.3 Continue to invest in the modern information systems and technical staff needed to maximize intra-campus communications and efficient operations.

Review alternative Banner reporting products

The college use of the current Banner reporting software, WebFOCUS, will be reviewed because the product does not provide all the reporting capability and support that is required by the functional offices. In addition, the partnership between WebFOCUS' owner, Information Builders, and SunGard has changed and this may affect the future level of Banner reporting support. The IS staff and functional leaders will review other reporting software products and make a recommendation for FY09 funding consideration on whether or not the college should use another reporting solution.

This review process is in progress. We are currently at Stage I, which includes creating a reporting database that will allow expanded functionality of the Web FOCUS product. This spring, WebFOCUS was upgraded to the latest release. By August 2008, a decision to either to stay with WebFOCUS or to review other options will be made. The project requires a functional lead to chair the project.

Supports Strategic Plan Initiatives:

4.4 Construction and maintenance of a robust technical infrastructure. Provide the technical infrastructure and information systems necessary to assure high levels of reliability and performance.

4.4.3 Continue to invest in the modern information systems and technical staff needed to maximize intra-campus communications and efficient operations.

Upgrade major administrative computer systems and improve data backup and security

All administrative enterprise servers will be replaced during summer 2007. The server and storage system upgrade will allow the college to take advantage of the latest technology by employing new data storage configurations, more robust hardware, and an upgrade of underlying operating systems. This upgrade will involve the underlying software operating system, data storage, and data back-up for all administrative applications. The new hardware will be incorporated into a more secure information environment. In addition, expanded disk space will accommodate server backup and an expanded space for desktop backups. Fewer backup tapes will be necessary and response times for recovery in the event of a disaster will decrease.

The administrative enterprise server replacement project has been completed as well as the Oracle Database upgrade. Upgrading the databases to Oracle 10g positions the college on the most current Banner supported platform required for the implementation of Luminis as well as the upgrade for Banner 8.

Supports Strategic Plan Initiatives:

4.4 Construction and maintenance of a robust technical infrastructure. Provide the technical infrastructure and information systems necessary to assure high levels of reliability and performance.

4.4.3 Continue to invest in the modern information systems and technical staff needed to maximize intra-campus communications and efficient operations.

Continue study of Help Desk improvement options and implement recommendations as possible

The Help Desk Improvement Task Force will continue to study options to improve the Help Desk at Connecticut College. The resultant plan will be presented to the college community in time for FY09 budget consideration. In AY08, a pilot two-day student worker training will be offered prior to the start of school in the fall. Help Desk training topics will include customer service, basic Mac and PC troubleshooting, password changing, security, etc. Help Desk students will also be stationed in the residence halls during the new student orientation periods to help the incoming students set up their computers and networking.

The Help Desk Review Report and the Help Desk Review Recommendations and Timeline have been submitted for review.

Four student workers returned to campus before the fall 2007 semester started. They received training and provided invaluable coverage during the very busy time before classes. Mac training was implemented during the Fall 2007 semester. A Mac computer was placed at the Help Desk so that student workers can continue to learn more about the Mac operating system.

The "Network Interns" work at the Help Desk to provide a higher level of support for network issues. "Extra evening hours" appointments were made available during the Fall 2007 semester. However, only thirteen students took advantage of this program.

Supports Strategic Plan Initiative:

4.4.3 Continue to invest in the modern information systems and technical staff needed to maximize intra-campus communications and efficient operations.

Train college community on Microsoft Vista and Office 2007

Microsoft has issued two major software releases this spring, Vista and Office 2007. Both products offer many new features and a completely different look from the old software. Information Services will train its own staff in order to adequately support Vista and Office 2007, as well as provide training for faculty, staff, and students that use the new programs.

Five IS staff members attended OFFICE 2007 classes at Three Rivers Community College. Other IS team members, including the entire Vista and Office 2007 committee, are running Office 2007.

Classes for OFFICE 2007 have been scheduled for any college staff or faculty member during the spring and summer of 2008. In addition to this anyone who requests OFFICE 2007 will be scheduled to have it installed on their college issued machine. We will also be making an announcement of this as well as offering it to anyone who takes the training sessions.

Effective August 2008 all faculty and staff machines issued will be installed with both OFFICE 2003 and OFFICE 2007 with the default being OFFICE 2007. At the time of setup any user who does not or cannot use OFFICE 2007 will be allowed to use the previous version for now.

Supports Strategic Plan Initiative:

4.4.3 Continue to invest in the modern information systems and technical staff needed to maximize intra-campus communications and efficient operations.

Provide customized computer and software training programs for individual departments

The manager of computer purchasing and training will work with a number of department heads and staff to determine training needs on campus, to obtain feedback on current training, and recruit more trainers. Future training programs will be designed and implemented based on users' needs. Information Services will provide more department specific training based on feedback and need and enhance and expand security training on campus with regard to computers, disk backups, and file transfers.

Training offerings were limited due to lack of volunteer trainers on campus. However, the number of individual training sessions has increased through the efforts of OCVS and individual IS staff members who conducted specialized training sessions based on needs of users.

The training manager has been working with several areas on user specific classes, these include all staff of Becker House, Admissions staff, campus safety office manager as well as many one on one sessions with faculty and staff on security training. This will continue throughout the summer with more courses being developed based on the personal sessions offered.

Supports Strategic Plan Initiative:

4.4.3 Continue to invest in the modern information systems and technical staff needed to maximize intra-campus communications and efficient operations.

Upgrade all college computers to accommodate Vista and Office 2007

Many departments are currently using recycled computers that are not replaced in the lease program for general office work and for visiting faculty. Starting next year, recycled computers will not be capable of supporting the new Vista operating system and the old computers need to be replaced with current technology.

IS will not install VISTA on college-owned computers for the foreseeable future. The Banner system does not support VISTA and many college computers are not capable of effectively running Vista. Microsoft has extended support of WINDOWS XP until 2014 so we are not in danger or losing support. Most colleges and corporations have made a similar decision.

Office 2007 is available and supported. IS is installing Office 2007 upon request. Many offices do not want to change to Office 2007, so we will use a gradual transition to Office 2007 as the default software. Office 2007 will become the default next year after end users have received training in the new product.

Supports Strategic Plan Initiatives:

4.4 Construction and maintenance of a robust technical infrastructure. Provide the technical infrastructure and information systems necessary to assure high levels of reliability and performance.

4.4.3 Continue to invest in the modern information systems and technical staff needed to maximize intra-campus communications and efficient operations.

Complete the Content Management System (CMS) implementation process

Major areas of the new college Web site are already in RedDot, the CMS, but the process of establishing permissions, workflow, and training will take place throughout FY 08. A more effective and useful public Web presence for Connecticut College was established with the new design and CMS implementation. However, continued work needs to occur to bring the rest of the Web sites into the CMS. Approximately 1000 key pages were converted but there are some 9000 remaining. This conversion project will extend throughout FY08.

The conversion of the Web pages to RedDot is progressing well. More than 6,095 pages have been converted. In addition about 45 people have received RedDot training and are now updating their Web pages.

Supports Strategic Plan Initiatives:

3.1.1 Implement a new marketing and communications program, and revitalize, promote, and consistently use the College's standard graphic identity plan.

3.2 Enhance the College's Web presence. Create and maintain a Web presence that reflects the strengths, characteristics, mission, and values of the College.

3.2.1 Redesign the College Web site to build dynamic relationships with all constituencies, including prospective and current students and parents, alumni, faculty, staff, trustees, and the public.

4.4 Construction and maintenance of a robust technical infrastructure. Provide the technical infrastructure and information systems necessary to assure high levels of reliability and performance.

4.4.3 Continue to invest in the modern information systems and technical staff needed to maximize intra-campus communications and efficient operations.

Implement the Alumni Online Community portal

The Alumni Online Community will be implemented in May 2007 and improvements will be made during AY08 to replace Harris Online Community functionality. Improvements may include "Social Networking" and the ability to control display of personal information (more to "personal pals" and less to the alumni community at large if desired). Another feature, requested by the Alumni Board, is to add obituaries to site.

The Alumni On-Line Community Portal was activated and more than 3,920 alumni have logged into the system. The system has been very useful for updating alumni information.

Supports Strategic Plan Initiatives:

3.1.1 Implement a new marketing and communications program, and revitalize, promote, and consistently use the College's standard graphic identity plan. 3.2 Enhance the College's Web presence. Create and maintain a Web presence that reflects the strengths, characteristics, mission, and values of the College.

3.2.1 Redesign the College Web site to build dynamic relationships with all constituencies, including prospective and current students and parents, alumni, faculty, staff, trustees, and the public.

4.4 Construction and maintenance of a robust technical infrastructure. Provide the technical infrastructure and information systems necessary to assure high levels of reliability and performance.

4.4.3 Continue to invest in the modern information systems and technical staff needed to maximize intra-campus communications and efficient operations.

Plan for additional Web cameras on the College Web site

The college Web site has one WebCam mounted in an indoor location. Many college Web sites have multiple Web cameras to provide prospective students and college visitors with a live view of the campus. College Relations and Admissions staff members reviewed possible locations for Web cameras including overlooking the green from Shain Library and from the top of Olin Observatory. Other sites will be considered and budget recommendations will be provided for possible FY09 funding.

This objective was tabled because it was not a high budget priority item.

Respond to Communications Assistance for Law Enforcement Act (CALEA) requirements for network access control

The staff will increase network access control in line with CALEA requirements by reconfiguring the network to require computers on all wired and wireless ports to register and be scanned for updates and virus protection. All users, whether guests or members of the college community, on campus would be logged and tracked. A system requiring guests to register and agree to college computing

policies will be implemented. The network changes will be completed during summer 2007 and the system will be phased in, building by building, during fall 2007.

The network changes were completed during the summer and fully implemented on the wireless network. It has also been activated in administrative offices and it will be phased into the academic buildings during the summer.

Supports Strategic Plan Initiatives:

4.4 Construction and maintenance of a robust technical infrastructure. Provide the technical infrastructure and information systems necessary to assure high levels of reliability and performance.

4.4.1 Expand, upgrade, and maintain campus networks to maximize the speed and reliability of electronic access.

Plan support for wireless access point controllers

A pilot program to enable wireless access points to be centrally monitored or maintained will be implemented in AY08. Firmware upgrades and equipment resetting will be possible from a remote location and network activity on the access point can be monitored to comply with the Digital Millennium Copyright Act. Staff will test a wireless network controller during FY08 using access points in Shain Library and Crozier-Williams.

The pilot program was successful and all access points are now centrally monitored and controlled.

Supports Strategic Plan Initiatives:

4.4 Construction and maintenance of a robust technical infrastructure. Provide the technical infrastructure and information systems necessary to assure high levels of reliability and performance.

4.4.1 Expand, upgrade, and maintain campus networks to maximize the speed and reliability of electronic access.

4.4.2 Continue to investigate network communication trends, including wireless technology, and provide new communication technologies as appropriate.

4.4.3 Continue to invest in the modern information systems and technical staff needed to maximize intra-campus communications and efficient operations.

Improve data backup and disaster recovery capability

Information Services will continue to test desktop back-up systems on a limited basis during FY08 and possibly re-submit an above current level request in the FY09 budget.

Planning for an off-site disaster recovery center will continue. A number of colleges have established an off-site data center to permit the continuation of business activities should a disaster disable the campus data center.

IS developed desktop backup systems for Campus Safety and the Dean of the Faculty's office. A brochure has been drafted that describes backup solutions such as USB flash drives/external hard drives, etc. Individuals and departments will be able to purchase these devices through the Computer Purchasing Manager using their funds.

The State of Connecticut has recently re-instated its support for the off-site disaster center that we were reviewing. The CCIC group is re-opening negotiations with the off-site disaster site, Safe Harbor. We will continue to research this and other emergency back-up solutions.

Supports Strategic Plan Initiatives:

4.4 Construction and maintenance of a robust technical infrastructure. Provide the technical infrastructure and information systems necessary to assure high levels of reliability and performance.

4.4.3 Continue to invest in the modern information systems and technical staff needed to maximize intra-campus communications and efficient operations.

Plan for an off-site disaster recovery center

Planning for an off-site disaster recovery center will continue as well. A number of colleges have established an off-site data center to permit the continuation of business activities if a disaster disabled the campus data center. The study will ascertain if an off-site disaster site is prudent at Connecticut College.

4.4 Construction and maintenance of a robust technical infrastructure. Provide the technical infrastructure and information systems necessary to assure high levels of reliability and performance.

4.4.1 Expand, upgrade, and maintain campus networks to maximize the speed and reliability of electronic access.

4.4.3 Continue to invest in the modern information systems and technical staff needed to maximize intra-campus communications and efficient operations.

4. MAJOR OBJECTIVES: ACADEMIC YEAR 2008-09

Information Services Department as a whole

Implement Moodle, the new course management system, replacing WebCT

ConnCourse, the college's course management system has become the accepted tool for faculty to deliver resources and services to students, and to facilitate management of courses. We have assessed our needs and recognize we need to move to a new system. We determined that Moodle, an open source software package, is the appropriate solution. A committee of faculty and IS staff recommended we make the transition during the summer of 2008 so students are not using two course management systems. We will continue to run ConnCourse (WebCT) over the academic year, until June 30, 2009 to have a backup for course material migration to enable us to complete the transition from ConnCourse to Moodle. We will explore the ways that Moodle can support teaching and learning. This collaborative effort between the Instructional Technology Team, the Research Support and Instruction Team, and the Technical Support Team will enable the college to provide a high level of resources and support to this task. In a recent survey, faculty indicated a strong desire to make more library resources available in the course management system. The Research Support and Instruction Team will pursue an enhanced integration of library resources into Moodle, including the migration of the Research 101 tutorial for summer 2008 delivery. The team will partner with the Instructional Technology team to create maximum exposure of library resources at all levels within Moodle. The Network, AIS, and Web staff will collaborate with the Instructional Technology Team to provide the infrastructure necessary for Moodle. The Tech Support staff will install Moodle on servers and integrate the program with Active directory, Banner and Luminis.

Supports Strategic Priorities:

1. Academic departments: Strengthen the core of the liberal arts experience with increased funding for academic departments.
2. Excellence in teaching: Support innovative teaching, adoption of new technology, and professional development for faculty by endowing the Center for Teaching and Learning and new instructional technology initiatives.
3. Excellence in research: Increase support for faculty scholarship and student-faculty research.
13. Student diversity: Create programs to attract and retain a diverse student body.
17. Campus Renewal: Improve campus infrastructure for greater reliability, capacity and energy efficiency and upgrade buildings and facilities across campus.

Supports IS Goals: 1, 4, 5, 6, 10

Continue the three-year plan to research and implement a digital image database to provide images for faculty and student use to enhance courses

Continue the plan, now in its second year, to locate, provide, and support a digital image database for course use. The NITLE study on Using Digital Images in Teaching and Learning, in which Connecticut College faculty and IT staff participated, indicates that digital images are having a major impact on teaching across disciplines. The college as a whole would benefit from the acquisition of a digital image database solution. Only recently have viable solutions become available. The team will research options, do pilot projects and implement a solution over a three year period. During FY08 we successfully launched three selected college images colleges through the off-campus hosted ARTstor server.

2007-2008	Completed the implementation of three college image collections for use in a pilot collection in ARTstor
2008-2009	Review the three image collections in ARTstor and their uses that were piloted during FY08. Review other current image database options. Expand pilot program with additional image collections for courses.

2009-2010 Implement a digital image management solution

Supports Strategic Priorities:

1. Academic departments: Strengthen the core of the liberal arts experience with increased funding for academic departments.
2. Excellence in teaching: Support innovative teaching, adoption of new technology, and professional development for faculty by endowing the Center for Teaching and Learning and new instructional technology initiatives.

Supports IS Goals: 1, 5, 6, 10

Plan and implement the renovation and expansion of Special Collections and Archives and the opening event and exhibition for the Lear Center

The project to renovate and expand the existing Special Collections and adjacent spaces into the new Linda Lear Center for Special Collections and Archives will require the temporary removal of all collections and office space and subsequent relocation into the new space over the summer of 2008 with most of the relocation completed by the beginning of the Fall 2008 semester and the rest by the official opening date in October. Work with Advancement and other college offices to plan the opening event and inaugural exhibition in October as well as the creation of a new brochure.

Supports Strategic Priorities:

21. Library/Information Commons: Renovate Shain Library to enhance its central role in research, scholarship and campus life.

Supports IS Goals: 1 and 2

Redesign and update Special Collections and Archives Web Sites

The Special Collections and College Archives web sites will be updated and redesigned to reflect the improved functionality brought about by the expansion and renovation of Special Collections and Archives and to highlight the resources and programs of the department.

Supports Strategic Priorities:

3. Excellence in Research: Increase support for faculty scholarship and student faculty research

Supports IS Goals: 1, 3

Plan and implement a multi-year review and analysis of Shain Library's collections in conjunction with the CTW/Mellon Collaborative Collection Development Project

Initiate the development and implementation of a long-term plan for the review and assessment of the Libraries' monographic collections. Implement an in-depth analysis of strengths and weaknesses in the collections, and set policies for the continued development of the collections in support of the curriculum and the college community. Work with the libraries' departmental liaisons to conduct a review of existing departmental collection policies and work with faculty to update and refine these policies. Review and update the existing approval plan based on revised policies. Consider options and prepare recommendations for the continued management of the collections based on these policies and the libraries' overall space concerns. Work with our CTW colleagues to review and compare the shared collections of the Consortium; Develop and implement policies for the establishment of a collaborative collection, while maintaining a core collection at each institution.

Supports Strategic Priorities:

2. Excellence in teaching: Support innovative teaching, adoption of new technology, and professional development for faculty by endowing the Center for Teaching and Learning and new instructional technology initiatives.
3. Excellence in research: Increase support for faculty scholarship and student-faculty research.

Supports IS Goals: 1, 2

Collaborate with member librarians of the CTW Consortium to review and prepare a recommendation for options to implement an innovative online public access catalog

Create a task force to examine options for the implementation of a twenty-first century public interface for the Consortium's integrated library system (ILS). Prepare a recommendation for the libraries' directors pertaining to the public interface including a review of new library gateway products and federated search options that will offer a more seamless search experience. Prepare a report to include analysis of the existing interface, requirements for a twenty-first century library catalog interface, and technical requirements for each option. Consideration should be given to functionality, flexibility, customer support, compatibility, and cost. Ensure that the product(s) selected not only fit the technical specifications but also meet end user expectations and fulfill their needs. Request that the Consortium conduct usability testing with undergraduates and faculty with results included in the task force's recommendations.

Supports Strategic Priorities:

2. Excellence in teaching: Support innovative teaching, adoption of new technology, and professional development for faculty by endowing the Center for Teaching and Learning and new instructional technology initiatives.
3. Excellence in research: Increase support for faculty scholarship and student-faculty research.

Supports IS Goals: 1, 3, 4

Information Resources Team

Collaborate in the development of an interface between the Voyager integrated library system (ILS) and the College's Banner finance module

Bring together the resources of the Technology Support Team, the Information Resources Team, Accounting and the CTW Systems Librarian to implement an interface that will allow for the transmission of financial information directly from the Voyager ILS to the Banner Finance system. Work with the CTW Systems Librarian to modify and install existing software at Wesleyan to allow the printing of library transmittals from Voyager. Work with accounting to submit a project request for review and approval by the College's Banner Systems Integration Committee. Plan and implement interface subject to I.S. resource availability.

Supports Strategic Priorities:

17. Campus Renewal. Improve campus infrastructure for greater reliability, capacity and energy efficiency and upgrade buildings and facilities across campus. (operating budget/debt)

Supports IS Goals: 8, 13

Develop and implement an ongoing, systematic approach to the management of the libraries' collections

Identify and review potential issues on an annual basis for maintenance of the collections, establish priorities, and implement projects to address these issues as identified on an annual basis.

Area I. Access

[Collection development & management, cataloging, circulation, CTW/ILL, serials]

Address the cataloging backlog in Special Collections

Review the existing backlog of materials in Special Collections and set priorities for the cataloging of these materials to be added to the libraries' online catalog in collaboration with the Director of Special Collections. Develop and implement a multi-year plan for the cataloging and preparation of these materials for use in Special Collections.

Determine disposition of pre-1980 science journals

Consider options for removing pre-1980 science journals from the periodical stacks to free up additional space for alternate use. Continue to investigate possibilities for off-site storage, including the NELINET facility and the Five-College Consortium storage option in Massachusetts. Confer with CTW colleagues to consider the possibility of collaboration in this effort.

Complete analysis and review media collection

Identify and withdraw outdated formats. Replace with DVD format or online access as appropriate. Formats to be reviewed include 16 mm films, VHS, CD-ROM, floppy discs, audiocassettes, and laser discs.

Continue ongoing cataloging and reclassification projects of Greer Music Library's collections

Complete cataloging of the Shelley Jazz Collection during summer 2009 and reclassifying several Dickinson sections to LC as well as identify and conduct some database cleanup projects.

Review options and initiate implementation of a plan for making the digitized pre-1923 historical sheet music collection available to the public

Review the existing collection of digitized pre-1923 historical sheet music to determine how the project can be publicized and materials made available. Continue to work with Instructional Technology staff to digitize additional materials as time and resources permit.

Area II. Space

[stack management, public space]

Continue to review and remain current on options for compact shelving and off-site storage as part of Information Services ongoing space plans for Shain Library

Conduct a review of existing options to address the continued growth of the book and serial collections in Shain Library and the need for space alternatives within the existing footprint of the building. Coordinate review with the ongoing CTW/Mellon Collaborative Collection Development Project to identify the potential for relieving space issues through the use of targeted selection, collaborative collection development and weeding.

Continue the ongoing project to develop additional space for the Greer Music Library's media collection

Continue the process of weeding the media collection to create additional space for new titles. Complete a design for reconfiguring the current shelving and develop a budget proposal for implementation in FY10.

Area III. Preservation
[collections, technical services]

Continue to review and dismantle Old Book Collection as possible

Review all titles catalogued in libraries' OBC collection in collaboration with Special Collections. Withdraw or replace as appropriate. Review for possible Special Collections candidates. Reintegrate replacement volumes into the main LC collection.

Supports Strategic Priorities:

2. Excellence in teaching: Support innovative teaching, adoption of new technology, and professional development for faculty by endowing the Center for Teaching and Learning and new instructional technology initiatives.
3. Excellence in research: Increase support for faculty scholarship and student-faculty research.

Supports IS Goals: 1, 2

Implement online training module for Greer Library student assistants

Complete final edits on the newly developed online training module for Greer student assistants and implement use of the tutorial in the fall 2008 semester.

Supports Strategic Priorities:

2. Excellence in teaching: Support innovative teaching, adoption of new technology, and professional development for faculty by endowing the Center for Teaching and Learning and new instructional technology initiatives.
3. Excellence in research: Increase support for faculty scholarship and student-faculty research.

Supports IS Goals:

Instructional Technology Team

Extend the Digital Enhanced Learning Initiative (DELI) for a third year to support faculty wanting to integrate student-centered digital technologies into class use

The DELI program, now in its second year, has been highly successful in supporting the integration of technology into courses. In the first year five Freshman Seminars were supported. In this, the second year, FY08, 10 courses are being supported. The faculty and students are enthusiastic about the opportunities for increased learning afforded by the program.

We want to continue to offer this program to faculty wanting to enhance their courses with the use of student-centered technologies such as iPods, digital cameras and digital camcorders. We also need to provide a pool of resources to support those courses which have been using the technology through DELI and without whose use would take a step backward. Several of the DELI courses have been redesigned to use the technologies and can not be taught in the same way without them. A call for proposals would go out for participation over the FY09 academic year. IS staff and CTL faculty would support the integration of the technology into each course. The funding would be used to acquire the technology (in a kit) for the faculty, each student in the course, to support new courses and replace technologies needed for current courses. Up to 80 technology kits would be acquired.

Supports Strategic Priorities:

1. Academic Departments: Strengthen the core of the liberal arts experience with increased funding for academic departments.
2. Excellence in teaching: Support innovative teaching, adoption of new technology, and professional development for faculty by endowing the Center for Teaching and Learning and new instructional technology initiatives.
3. Excellence in research: Increase support for faculty scholarship and student-faculty research.

Supports IS Goals: 1, 6, 10

Develop a classroom web site that serves the needs of the campus for classroom information and promotes the campus to support the renovations of classrooms through the Classroom Improvement Plan

Support the work of the Classroom Improvement Plan to renovate classrooms into modern, comfortable, and flexible teaching/learning spaces as proposed in the 2004 Classroom Improvement Plan. Develop a classroom web site that serves the needs of the campus and promotes the campus to prospective students and potential donors. The site will provide faculty with information about the technology, room configuration, and instructions for using the technology. Create a printable, summary document to provide faculty with an overview of available classrooms and resources. Include a panoramic view of each renovated classroom. Provide materials on a DVD that Advancement can use as a portable, innovative fund-raising tool. Create and mount a card beside each piece of art in the renovated rooms, identifying the art work which represents the history of college.

Supports Strategic Priorities:

1. Academic departments: Strengthen the core of the liberal arts experience with increased funding for academic departments.
2. Excellence in teaching: Support innovative teaching, adoption of new technology, and professional development for faculty by endowing the Center for Teaching and Learning and new instructional technology initiatives.
18. Classroom Renovations: Renovate classrooms, including furnishings, lighting and instructional technology.

Supports IS Goals: 1, 4, 6, 8, 10

Create a plan for enhanced and expanded services for language and culture learning and technology, which is integrated into the International Commons (IC)

Support the development of the International Commons through membership on the IC Steering Committee. Develop and implement a plan to improve and expand resources and services available for the internationalization program. Redesign the current Language Laboratory into an innovative Foreign Language and Culture Center with media viewing alcoves, collaborative study space and curriculum development facilities. Plan and implement the acquisition, maintenance and support of resources to integrate technology into language and culture learning, both within and outside the Foreign Language and Culture Center. Assist in the planning and implementation of technologies and electronic resources to support other aspects of the IC.

Supports Strategic Priorities:

1. Academic Departments: Strengthen the core of the liberal arts experience with increased funding for academic departments.
2. Excellence in teaching: Support innovative teaching, adoption of new technology, and professional development for faculty by endowing the Center for Teaching and Learning and new instructional technology initiatives.
8. International Cultural Commons (programming): Take the campus and academic program to a new level of internationalization with new programming in an International Cultural Commons.
23. International Cultural Commons (facility): Raise the campus and academic program to a new level of internationalization by transforming Knowlton (or other existing space per IC Steering Committee's current charge) into an International Cultural Commons.

Supports IS Goals: 1, 4, 6, 8, 10

Integrate technology into the curriculum to enhance student learning

Deliver the ninth annual Tempel Summer Institute for faculty which will be redesigned to integrate the use of Moodle. Provide advanced Tempel institutes focusing on Web 2.0 applications and other

new technologies. Deliver a third year of DELI (see description of DELI program above) to enhance the curriculum. Explore the use of emerging technologies in teaching and learning. Seek ways to improve support for using technology in the classroom. Explore Web 2.0 applications to support student-generated curriculum content. Explore these applications such as Blogs and Wikis within Moodle, but extend our reach to look at other tools that offer more capabilities and are open to viewing by outside groups.

Continue to provide faculty with the opportunity to use Internet2 resources in teaching and research such as videoconferencing with scholars at other institutions, inter-institutional courses, or viewing live video from other countries. Provide faculty with the opportunity to have scholars at other institutions visit their classes using our videoconferencing. Support the efforts of the International Commons to connect students on campus with students in other countries. Explore the use of Just in Time Computing or Anywhere-Anytime Connectivity as a potential pilot for a portable mobile computing initiative. Study the benefits of portable devices such as the iPhone, and other smart phones, in curriculum support. Media listening and viewing opportunities have been greatly expanded with the use of portable devices such as the iPod. In a similar manner, students' opportunities for content creation (text, images and video) and immediate sharing, via the web, will soon be expanded the introduction of new portable devices such as the iPhone SDK, iPhone 2, and Google's Android. Explore opportunities these devices offer for students to enrich their academic connections to the college, both on campus and while studying away from campus.

Supports Strategic Priorities:

1. Academic Departments: Strengthen the core of the liberal arts experience with increased funding for academic departments.
2. Excellence in teaching: Support innovative teaching, adoption of new technology, and professional development for faculty by endowing the Center for Teaching and Learning and new instructional technology initiatives.
3. Excellence in research: Increase support for faculty scholarship and student-faculty research.
8. International Cultural Commons (programming): Take the campus and academic program to a new level of internationalization with new programming in an International Cultural Commons.
13. Student diversity: Create programs to attract and retain a diverse student body.
17. Campus Renewal: Improve campus infrastructure for greater reliability, capacity and energy efficiency and upgrade buildings and facilities across campus.

Supports IS Goals: 1, 4, 5, 6, 10

Research Support and Instruction Team

Hire and support a Research and Instruction Librarian/Special Projects Coordinator to be an active participant in the library's information literacy program, serve as a liaison to English and other academic departments, and provide administrative support for Information Services

This position was reallocated in FY07-08 as an Instruction Coordinator and Outreach Librarian position leaving a significant gap in administrative support for the department. The Instructor Coordinator line is vacant and the decision was made to return this position to Research and Instruction Librarian with responsibility for special projects for the department. A national search is being conducted in spring 2008 with a summer 2008 hiring date anticipated.

The incumbent will work with others members of the team in developing an information literacy plan and providing outreach to First Year Seminars. The individual selected will need support from members of the team to become familiar with local policies and resources. Academic department liaison assignments and collection development responsibilities will be determined in consultation with the Reference Liaison Group (RLG). The amount of time devoted to special projects will need to be monitored to ensure an appropriate level of support for services that directly benefit students.

Supports Strategic Priorities:

2. Excellence in teaching: Support innovative teaching, adoption of new technology, and professional development for faculty by endowing the Center for Teaching and Learning and new instructional technology initiatives.
3. Excellence in research: Increase support for faculty scholarship and student-faculty research.

Supports IS goals: 1, 3, 5, 10, 11, 12

Incorporate introductory information literacy skills into First Year Seminars by assigning librarians for research support, providing the results of the library skills tutorial to faculty, and encouraging faculty to incorporate an information literacy component in their classes when appropriate

The fall 2007 pilot program assigned a librarian from the Research Support and Instruction team to each First Year Seminar. The librarian was available to help faculty members incorporate information literacy skills and concepts into the seminars when appropriate and to support students' information needs for any of their courses during the freshman year. The goals of this pilot were two-fold. First, assigning a librarian to provide support to incoming students for all their classes was intended to provide an additional layer of support for students with who come to college with varying levels of experience with academic research methods and resources. Having dedicated support available to assist students with these skills is intended to ease the transition to college life and increase retention of students from diverse backgrounds. Secondly, the First Year Seminars were specifically targeted because they are currently the single common element in undergraduate education at Connecticut College. While not all First Year Seminars have a research or library skills component, outreach to the seminars is currently the best mechanism for increasing student awareness of research support. The program encourages faculty to use these classes as an opportunity to help students develop these critical skills early in their college careers.

During the 2007 pilot program, librarians were invited to visit or provide at least one instruction session for 20 of the 35 seminars offered. In a survey of participating faculty, most indicated that this pilot increased students' awareness of library resources and their use of these resources a great deal. Those who did not participate indicated that it was not applicable to their class because the class did not have a research component.

Based on feedback from the fall 2007 pilot, the team intends to build on this success and formalize outreach to First Years Seminars in fall 2008. The letter to faculty will be sent out earlier this year to allow more time for faculty to plan and integrate this component into syllabi. This letter will highlight ways the program can support course goals and encourage participation. The team will also work with the Center for Teaching and Learning and the appropriate deans to increase faculty awareness. At the suggestion of the Dean of Studies and the Freshman Year and the Associate Dean of Studies for Freshmen and Sophomores, the librarians will integrate a research skills component into the residential scholars courses (a component of CORE: Committee on Residential Education), if this course is approved by AAPC, as a way of providing additional support to incoming students.

Supports Strategic Priorities:

2. Excellence in teaching: Support innovative teaching, adoption of new technology, and professional development for faculty by endowing the Center for Teaching and Learning and new instructional technology initiatives.
3. Excellence in research: Increase support for faculty scholarship and student-faculty research.
9. Residence life and advising: Enhance the student experience with new approaches to advising, increased faculty and administrator presence in the residence halls, and increased co-curricular programming in the residence halls.
13. Student diversity: Create programs to attract and retain a diverse student body.

Supports IS goals: 1, 5, 10, 11

Enhance information literacy learning and awareness through the expanded use of new technologies, outreach to First Year Seminars, inclusion of information literacy questions on the National Survey of Student Engagement, and collaboration with the Center for Teaching and Learning

Expand the use of the classroom response system technology (clickers) for library instruction sessions to encourage students' engagement and solidify learning of specific skills. Develop tutorials for general library resources using screencasting software. These tutorials can be made available at point of need through the Information Services' Web site or Moodle, the course management system. Partner with the Instructional Technology team to explore library uses of iTunes University and expand usage of blogs and wikis to increase student participation in the research process as appropriate. Expand the usage of the existing Web-based chat reference service and investigate Skype as a tool for reaching students and faculty studying abroad.

Formalize outreach to First Year Seminars. Incorporate new components such as a research skills component into the residential scholars courses (a component of CORE: Committee on Residential Education), if this course is approved by AAPC. Work with the appropriate deans and Center for Teaching and Learning to increase faculty awareness.

In an effort spearheaded by Connecticut College, a group of twenty Oberlin Group colleges have included ten questions relating to information literacy in the spring 2008 administration of the National Survey for Student Engagement (NSSE). The team will work with the College's senior research analyst to review the NSSE 2008 Institutional Report and determine the results of the information literacy questions. The team can then work with campus constituencies to address gaps in services or student learning. Seek additional staffing to support existing information literacy efforts and any new initiatives.

Work with the Center for Teaching and Learning (CTL) to provide workshops and discussions for faculty and librarians. Propose a Talking Teaching session on improving student research. Librarians will present background information on students' research habits and strategies for improvement. Faculty from various disciplines will be invited to speak about successful strategies from their classes. Investigate interest and opportunities to bring outside presenters to speak about new media literacies such as those described in the MacArthur Foundation white paper "Confronting the Challenges of Participatory Culture: Media Education for the 21st Century." These literacies will be important pedagogical components as faculty incorporate more instructional technology into courses and enable greater student participation in content development. Partner with CTL to determine interest in workshops on teaching presentation skills to students as an outcome creating and communicating a product or performance (ACRL *Information Literacy Competency Standards for Higher Education*, standard 4).

Supports Strategic Priorities:

2. Excellence in teaching: Support innovative teaching, adoption of new technology, and professional development for faculty by endowing the Center for Teaching and Learning and new instructional technology initiatives.
3. Excellence in research: Increase support for faculty scholarship and student-faculty research.

Supports IS Goals: 1, 5, 6, 7, 10, 11

Special Collections and Archives Team

Create architectural studies image collection

Scan architectural photographs of college buildings in conjunction with Professor Abigail Van Slyck's Campus History Class. Catalog and scan other historical photograph collections, including scrapbooks, as time permits. This is a multi-year objective but the large image database created will be very useful to college courses, to Alumni Relations and to College Relations.

Supports Strategic Priorities:

3. Excellence in Research: Increase support for faculty scholarship and student faculty research

Supports IS Goals: 1, 2

Technical Support Team

Install, test, and implement SunGard SCT Banner Software Release 8.0 and integrate it with other major academic and administrative software packages in use at the college to improve academic and business information processes

SunGard will release Banner 8 in April 2008. We will build a testing environment in May 2008 and work with functional offices to install, configure and test the software and train the staff on the new software. This is a major upgrade and the tentative completion date is January 2009. New features in this release include a better reporting interface and added functionality for Advancement, Student, Financial Aid, and Human resources.

Staff supporting and using the following modules and products will be affected by this upgrade: Advancement (includes Alumni), Self Service for Advancement Officers, Finance (includes Accounts Payable, Budgeting, Fixed Assets, Grants, General Ledger), Finance Self Service, Financial Aid, Human Resources (includes Payroll and Position Management), Employee Self Service, Student (includes Accounts Receivable, Admissions, Deans, Student Life), Self Service for Faculty and Advisors, Self Service for Student, NOLIJ integration, Moodle Integration, WebFOCUS, Intellicheck, Evisions, e~print, datamarts and system enhancements.

Supports Strategic Priorities:

1. Academic Departments. Strengthen the core of the liberal arts experience with increased funding for academic departments

11. Staff/Faculty Compensation. Develop competitive compensation programs for faculty and staff.

13. Student diversity. Create programs to attract and retain a diverse student body.

16. Alumni Engagement. Increase alumni support and involvement through enhanced communications and programming.

25. Financial Strength. Build the financial foundation of the College by continuing to increase the endowment, operating budget and net asset position and by completing the strategic priorities.

Supports IS Goals: 1,2,3,4,6,8,9,10,11,13

Partner with College Relations to implement the Luminis portal and integrate current Self-Service offerings through Luminis channels to improve college communications and access to Banner Self-Service for the entire college community

The Luminis portal offerings will give the college community an easy to use display page and interface and better access to specific Self Service and Banner functionality. It will also greatly increase the community communication capability by permitting departments, committees, and organizations to set up communication channels for their area. Setup and testing for specific

constituencies will occur throughout the summer and fall of 2008, with a tentative rollout scheduled for Spring 2009.

Supports Strategic Priorities:

9. Residence Life and Advising. Enhance the student experience with new approaches to advising, increased faculty and administrator presence in the residence halls, and increased co-curricular programming in the residence halls.

13. Student diversity. Create programs to attract and retain a diverse student body.

15. Communications and Marketing. Develop an integrated College-wide communications and marketing plan to support and advance the strategic priorities.

16. Alumni Engagement. Increase alumni support and involvement through enhanced communications and programming.

Supports IS Goals: 1,2,3,4,6,7,8,9,10,11,13

Partner with functional offices to review current and alternative Banner reporting products and make appropriate changes to improve college data reporting needed for Advancement, Admissions, Financial Aid, and Finance

Two consulting companies, the functional leads, and the IS staff concur that our current Banner reporting software, as configured, does not provide adequate reporting functionality for strategic functional areas. In the spring of 2008, the college's current Banner reporting software, WebFocus, will be upgraded. Specific power users from strategic offices will review the functionality of this upgrade. Based on their findings, the college will either continue to use WebFocus or review other alternatives such as Crystal Reports and Argos.

Supports Strategic Priorities:

10. Financial Aid. Increase financial aid to expand access to the College for the most qualified students regardless of financial need.

11. Staff/Faculty Compensation. Develop competitive compensation programs for faculty and staff.

13. Student diversity. Create programs to attract and retain a diverse student body.

15. Communications and Marketing. Develop an integrated College-wide communications and marketing plan to support and advance the strategic priorities.

16. Alumni Engagement. Increase alumni support and involvement through enhanced communications and programming.

25. Financial Strength. Build the financial foundation of the College by continuing to increase the endowment, operating budget and net asset position and by completing the strategic priorities.

Supports IS Goals: 1,2,3,4,9,10,11,13

Partner with functional offices to improve college administrative computing operations including updating data for the capital campaign and improving admissions application processing

Information Services staff will work with functional offices to provide more automation of information gathering, data entry and information sharing of Connecticut College databases. Programming and Web staff will work with Advancement to create mechanisms to assist in the mass updating of data used in the Capital Campaign as well as event registration, updates from the on-line community, and sharing of information with volunteers. New and revised applications will be available to assist the Admissions office to further streamline the application review process as well as interfacing with third party vendors. IS and Admissions staff will also begin work on a project plan for the conversion of CEEB codes into the Banner high school and college database. Information Services staff will work with Finance to streamline the transfer of data between Banner and other third party systems.

The server administrator and desktop support staff will review the current data storage and backup procedures that are used in advancement and college relations and make recommendations to provide more efficient and automatic methods for accessing, backing up, and storing their data.

Supports Strategic Priorities:

- 13. Student diversity. Create programs to attract and retain a diverse student body.
- 16. Alumni Engagement. Increase alumni support and involvement through enhanced communications and programming.

Supports IS Goals: 1,2,3,4,10,11,12,13

Partner with Human Resources to provide Banner, Banner-related software, and MS Office technical training to improve staff work performance

The IS staff, Staff Council, functional leads, and the EduTech consultant have identified the need for more Banner and MS Office training for the Staff to improve business and academic operations and to reduce the end users' frustration level. IS will partner with Human Resources to provide expand technical professional development programs for the staff.

Supports Strategic Priorities:

- 12. Staff professional development. Expand professional development programs for staff.

Supports IS Goals: 1,2,3,4,9,10,11,12,13

Review externally hosted email services to determine if an out-sourced email system could provide a better email service for the college community

The network and server staff will conduct a feasibility study on the use of an externally hosted email service offered by Google and Microsoft and make a recommendation about changing to an externally hosted email system to the iConn Steering Committee in the spring 2009.

Supports Strategic Priorities:

- 15. Communications and Marketing. Develop an integrated College-wide communications and marketing plan to support and advance the strategic priorities. (Campaign/operating budget)
- 16. Alumni Engagement. Increase alumni support and involvement through enhanced communications and programming. (operating budget)
- 17. Campus Renewal. Improve campus infrastructure for greater reliability, capacity and energy efficiency and upgrade buildings and facilities across campus. (operating budget/debt)

Supports IS Goals 1, 2, 3, 4, 6, 8, 10, 13

Expand Banner Self-Service applications to permit students, faculty, and staff to access their college information at any time

Technical support staff will partner with administrative offices to review, test and implement additional Self-Service functionality for Admissions, Financial Aid, Accounts Receivable, and Finance modules as well as enhanced Payroll and Human Resources offerings.

Supports Strategic Priorities:

- 11. Staff/Faculty Compensation. Develop competitive compensation programs for faculty and staff.
- 15. Communications and Marketing. Develop an integrated College-wide communications and marketing plan to support and advance the strategic priorities.
- 16. Alumni Engagement. Increase alumni support and involvement through enhanced Communications and programming.

17. Campus Renewal. Improve campus infrastructure for greater reliability, capacity and energy efficiency and upgrade buildings and facilities across campus.

Supports IS Goals 1,2,3,4,9,10,11,13

Upgrade and expand Events Management and Physical Plant TMA software functionality to permit college community members to make on-line service request and to check the progress of their request

Information Services' staff will work with the Events and Physical Plant offices to streamline their operations by providing web service functionality through their existing third party software solutions, EMS and TMA. A pilot group will work on Virtual EMS through the summer and a rollout to the campus community will occur in fall 2008. Virtual EMS will provide the campus community the ability to review meeting space availability on-line and submit requests for preferred spaces. Planning is also underway to upgrade the EMS software to version 5.0 as well as a database upgrade to SQL Server 2005.

The iServiceDesk functionality in TMA will enable campus community members to request and track the status of Physical Plant services over the Web. Work on this project will continue through the summer of 2008 with a tentative rollout scheduled for the fall. Upgrades to the TMA software are also planned as well as a database upgrade to Oracle 10g.

Supports Strategic Priorities:

12. Staff professional development. Expand professional development programs for staff.
17. Campus Renewal. Improve campus infrastructure for greater reliability, capacity and energy efficiency and upgrade buildings and facilities across campus.

Supports IS Goals: 1, 2, 3, 4, 9, 13

Reduce electrical consumption and improve computer system reliability by installing some data operations on "Virtual Servers"

Computer servers and computer room air conditioners use a tremendous amount of electricity. The network administrators and data base administrators will install "Virtual Server" technology for the Luminis and Moodle implementations and, as a result, use less electricity and air conditioning because we would have fewer computer servers in our data centers. Luminis and Moodle will require two instead of ten servers. Using virtualization, we can purchase one physical server and use software to create multiple virtual servers.

The virtual servers will use load-balancing technology that increases performance, stability, and availability. The staff can update one of the virtual servers without disrupting regular operations.

Supports Strategic Priorities:

17. Campus Renewal. Improve campus infrastructure for greater reliability, capacity and energy efficiency and upgrade buildings and facilities across campus.

Supports IS Goals: 2, 3, 13

Extend the RedDot Content Management System (CMS) to additional college Web pages and automate and centralize data on public Web site for faculty information and the athletic calendar to showcase special college activities to prospective students and the public

Approximately 5,000 Web pages were created and added to the CMS during the past year. IS will partner with College Relations and functional staff to add a main sites in a number of areas

including Athletics Team Pages, Green Living, Arboretum, Goodwin-Niering Center, as well as several administrative offices.

The web team will develop new programs that will automate and centralize Web data in order to provide better and more accurate communication through our public web site.

Faculty information will be coordinated with Basic information that comes from the online directory and be automatically displayed on the Faculty Profile pages and on the Faculty pages for each academic department.

The athletics calendar programming will be modified so the Athletics Calendar will provide the information for each team's schedule page dynamically. Currently, the schedule pages are static HTML and must be edited by hand.

Supports Strategic Priorities:

15. Communications and Marketing. Develop an integrated College-wide communications and marketing plan to support and advance the strategic priorities.

Supports IS Goals: 1, 3, 4, 13

Upgrade college owned PC computers to Office 2007 productivity suite to provide compatibility with student-owned computers and improve functionality

Starting in June 2008 both Office 2003 and Office 2007 will be installed on every newly issued PC computers on campus. The default setting will be Office 2007, but users will be able to use either program. Office 2007 will be provided to any faculty or staff member with an older computer who requests the software and has a computer that qualifies for the upgrade. Training sessions will be provided in group settings as well as individual basis.

Supports Strategic Priorities:

12. Staff professional development. Expand professional development programs for staff.

17. Campus Renewal. Improve campus infrastructure for greater reliability, capacity and energy efficiency and upgrade buildings and facilities across campus.

Supports IS Goals: 1, 2, 3, 4, 6, 10

Plan for an upgrade to the residence hall computer network to provide wireless networking throughout the residence halls, capacity for one-card and door entry devices, and VoIP

The data network equipment in the student residence halls is scheduled to be replaced during summer 2009. The new equipment must meet our future needs, including Voice over Internet Protocol (VoIP), a new telephone system that works on the data network, and Wireless 802.11n, a new wireless network standard. The network and server group will be researching technologies and hardware for the dorms that will provide network resources for the next five years.

If budget permits, a wireless engineering survey would be conducted in one or two residence halls, to determine optimal locations for wireless access points. The group would also evaluate switches that provide power over the Ethernet and Voice over Internet Protocol. The dorm network will also need to be expanded and configured to provide wireless access in all rooms, more connections for the One-Card system, expansion of the door entry system, and security cameras.

Supports Strategic Priorities:

13. Student diversity. Create programs to attract and retain a diverse student body.

17. Campus Renewal. Improve campus infrastructure for greater reliability, capacity and energy efficiency and upgrade buildings and facilities across campus.

Supports IS Goals: 1, 3, 4, 8, 10, 13

Plan for the integration of Blackboard One-Card system with Banner to expedite financial transactions and improve data entry automation

During late spring 2009, IS will begin a review of the integration of the BlackBoard One-Card system with Banner in order to be ready for a rollout for fall 2009. As the college continues to add functionality to the Blackboard One-Card system, databases must be kept in sync with student, staff and faculty statuses and basic information stored in Banner. Blackboard offers an integration methodology with the SunGard Banner application.

Supports Strategic Priorities:

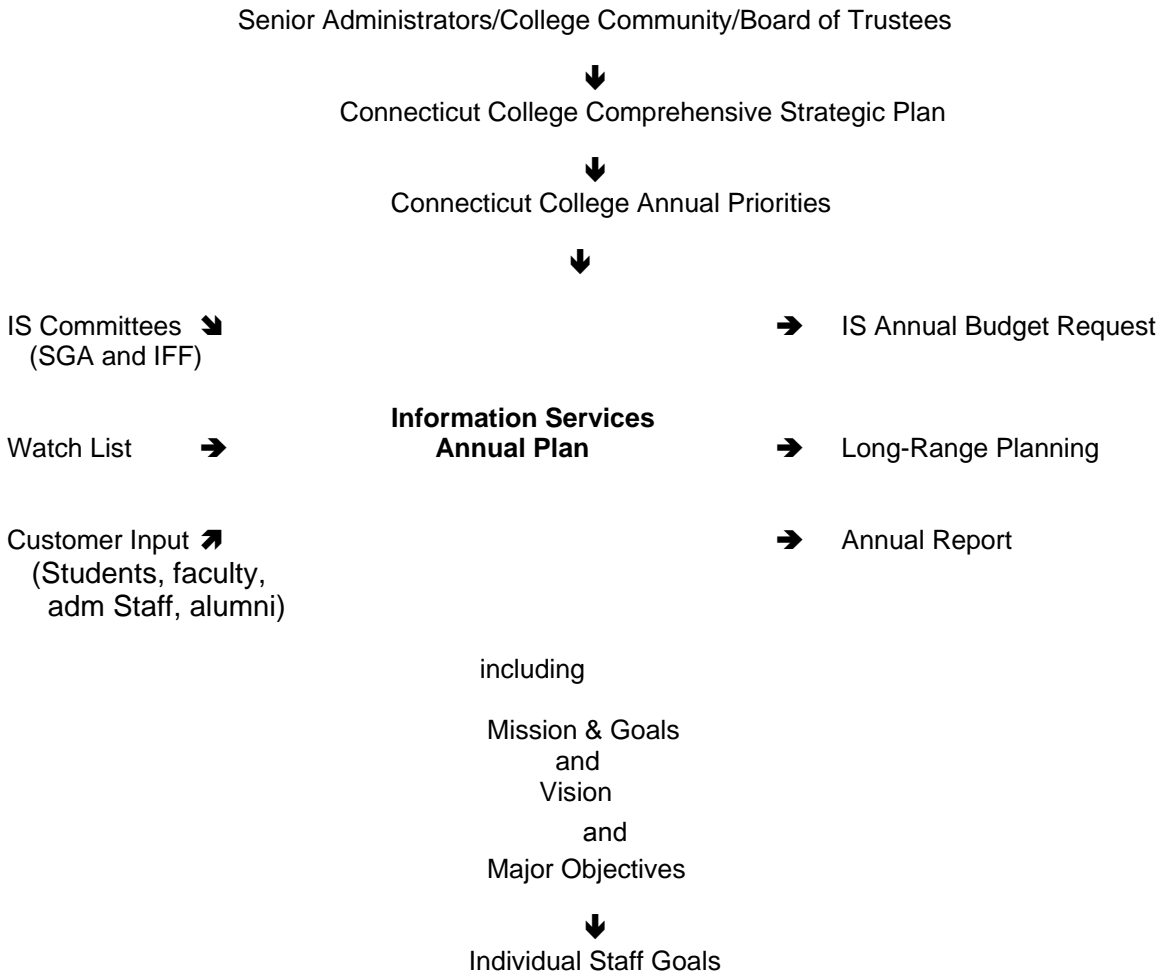
- 13. Student diversity. Create programs to attract and retain a diverse student body.
- 17. Campus Renewal. Improve campus infrastructure for greater reliability, capacity and energy efficiency and upgrade buildings and facilities across campus.

Supports IS Goals: 3, 4

5. APPENDICES

1. Process

Overview



Relationship to Connecticut College Strategic Plan

The Information Services Annual Plan supports the College's Strategic Plan, *Connecticut College 2011: Launching the Second Century*. Each objective discussed in this document can be linked to a specific strategic plan initiative or it supports the plan as a whole.

Role of Information Services Department

The Information Services Department implements the Information Services Annual Plan and also monitors technical developments affecting the plan.

Role of Information Services Committees

The Information Services Committees represent the interests of the Connecticut College community as a whole. The college Information Services Committee consists of faculty, students, and staff.

The Board of Trustees Facilities and Infrastructure Committee and the Committee on Academics will provide oversight and review of IS operations and planning. The IS Committees review the Information Services Annual Plan each year and ensure that it complies with the strategic direction of the college.

Future Orientation

The Annual Plan 'leans into the future' by investing time and resources and analyzing the impact of emerging trends in information services. It maintains a 'Watch List' of key emerging trends and revisits them within the annual cycle. The Information Services Department takes leadership on campus in stimulating discussion of these trends through events such as workshops, seminars, presentations, and similar events cosponsored with peer institutions.

2. Annual Planning Cycle

The Information Services Annual Action Plan is updated according to the following cycle.

	<u>Start</u>	<u>End</u>	<u>Responsible</u>
• Conduct IS Futures Discussions	May	Jun	Leadership Team IS Planning Committee
• Compile Team Annual Reports	June	June	Team Leaders
• IS Dept. Annual Report	Aug	Sep	Leadership Team/ Spec. Proj. Coord.
• Review Watch List & Revise	All Year		Leadership Team Team members
• Review IS Goals Relative to CC Strategy	Oct	Oct	Leadership Team
• Review IS Goals and Draft Objectives for coming year	Oct	Oct	Leadership Team/ IS staff/ IS Committee
• Review & Prioritize	Nov	Nov	IS Committee/ IS Planning Committee
• Revise Operating Budget for Coming Year & Create ACL Requests	Nov	Nov	Vice President for IS/ Leadership Team
• Package Budget Request for Finance and PPBC	Nov	Dec	Leadership Team/ Budget Assistant
• Budget Recommended to President	April	April	PPBC
• Determine Major Objectives	April	April	Leadership Team/ Senior Administrators/ IS Committee
• Develop Annual Plan for Coming Year	March	May	Leadership Team
• Publish Annual Plan Major Objectives for Board Review	Apr	May	Leadership Team/ Spec. Proj. Coord.
• Provide Annual Plan Major Objectives to Board Committee on Academics and Facilities and Infrastructure Committee	May	May	Spec. Proj. Coord./ VP for IS
• Finalize and publish IS Annual Plan on Website	June	August	Spec. Proj. Coord./ VP for IS

An IS Annual Report is produced each summer that summarizes IS accomplishments and activity for the preceding year.

3. Information Services Organization and Staffing

Vice President for Information Services and Librarian of the College, W. Lee Hisle

Administrative Assistant to Senior Administrator, Diane Bullock
Financial Assistant, Brenda Gresh
Special Projects Coordinator, Amanda Watson

Director of Instructional Technology, Chris Penniman

Visual Resources Library
Media Services & Campus Television Network

Computer Labs

Instructional Project Development

Visual Resources Librarian, Mark Braunstein
Media Services Senior Technician, Dave Baratto
Media Technician, Jeff Gada
Weekend Technician, Brian Bensko
Computer Labs Supervisor, Don Blevins
Computer Lab Support Technician, Newell Seal
Computer Lab & Desktop Support Technician, Christopher Eyberse
Digital Media Specialist, Frank Fulchiero
Instructional Technology Specialist, Diane Creede
Instructional Designer/Developer, Janet Hayes
Foreign Language Specialist, Marisa Castagno

Director of Research Support and Instruction, Melissa Behney

Shain Library

Research and Instruction Librarian, Jim MacDonald
Research and Instruction Librarian, Ashley Hanson
Research and Instruction Librarian, Kathy Gehring
Research and Instruction Librarian, Linda Alexander
Research and Instruction Librarian/Special Projects Coordinator, Amanda Watson

Director of Information Resources, Beth Hansen

Electronic Access/Serials

Bibliographic Information Management/Acquisitions

Circulation and Reserve

Interlibrary Loan/CTW Circulation

Greer Music Library

Electronic Access/Serials Librarian, Melodie Hamilton
Serials Assistant, Paula Orbe
Technical Services/Systems Librarian, Nicole Seabrook
Acquisitions Supervisor, Lorraine McKinney
Technical Services Supervisor, Lori Looney
Circulation Supervisor, *vacant*
Reserve Supervisor, Carol Strang
Evening/Weekend Circulation Supervisor, Debbie Devona
Weekend Circulation Supervisor, Quinn Sayles
Interlibrary Loan Supervisor, Emily Aylward
CTW/ILL Assistant, Elizabeth Dowham
CTW Librarian for Collaborative Collection Projects, Lorraine Huddy
Music Librarian, Carolyn Johnson
Assistant in the Music Library, June Ingram

Director of Technical Support, Bruce Carpenter

Project Office
Administrative Information Systems

Computer Purchasing and Training

Computer Support Services

Networks, Servers, Telecommunications

Web Support

Project Office Manager, Jeanne Pasqualini
Director of Systems Integration, Karen Arremony
Senior Programmer/Analyst, David Fontaine
Senior Programmer/Analyst, Jean Swiontek
Senior Programmer/Analyst, Mary Vona
Programmer/Analyst, Pauline Zimmer
Programmer/Analyst, Shantie Rattansingh
Database Admin. & Info. Security Officer, Linda Theodoru
Database & Server Administrator, Ted Viadella
Manager, Kevin DiMinno
Computer Support Specialist, Mary Kallio
Manager, Ruth Seeley
Hardware Technician, Michael Dreimiller
Senior Computer Network Technician, Gary Tiller
Computer Technician, *vacant*
Computer Lab&Desktop Support Tech, Chris Eyberse
Systems and Server Administrator, John Schaeffer
Systems Administrator, Bill Constantakos
Systems Administrator, Kevin Northcutt
Telephone Contractor, Adrian Donohue
Switchboard Supervisor, Judy Schofield
Web Administrator, Laurie Schaeffer
Senior Web Developer, Andrew Tillinghast
Web Programmer, Tom Palazzo
Web Content and Graphics, Amy Hannum

Director of Special Collections and Archives, Laurie Deredita

College Archives

Librarian Special Collections & Archives, Nova Seals

4. Team Level Mission Statements and Operational Responsibilities

Information Resources Team

Team Mission

The Information Resources Team ensures the timely and continued availability of scholarly materials in all formats. Members of the team oversee the acquisition and maintenance of the library's collections, the creation and management of the bibliographic database and the physical processing of materials added to the collections.

In addition, the team supervises the use of the library's collections, obtains materials from outside sources as needed through interlibrary loan and shares resources with our extended community.

Operational Responsibilities

Collection Development

- Coordinate the selection and deselection of library materials in all formats
- Allocate and monitor the expenditure of funds for library materials
- Supervise the disposition of gift materials
- Prepare policy and management reports for collection development activities

Liaison Activities

- Select materials in designated disciplines
- Teach bibliographic instruction classes in designated disciplines
- Communicate regularly with faculty in designated departments
- Assist with in-depth research problems in designated disciplines

Acquisitions

- Plan and carry out the acquisition of monographs, multimedia and software
- Create and maintain catalog records for media material in the CTW database
- Create and maintain preliminary catalog records for monographs in the CTW database
- Process invoices for payment and monitor the expenditure of funds for monographs, media and software
- Maintain vendor relations
- Process gift materials for addition to the library's collections
- Prepare management reports of acquisitions activities

Bibliographic Database Management

- Keep bibliographic database current and maintain quality control of bibliographic data
- Perform original cataloging, reclassification, and retrospective conversion

Processing

- Supervise book preparation including "shelf-ready" books, MARCIVE government documents processing service, shelf preparation of videos, and book conservation
- Maintain New Book Shelf

Serials

- Plan and carry out the acquisition and binding of serial materials
- Create and maintain catalog records for serial material in the CTW, AIMS, and OCLC databases
- Maintain check-in records for serial materials and claim missing issues

- Maintain current periodical and newspaper area
- Process invoices and monitor the expenditure of funds for serial materials
- Maintain vendor relations
- Maintain license agreements for electronic products
- Prepare management reports of serials activities
- Maintain serials subscriptions and catalog serials for Greer Music Library

Electronic Access

- Maintain local Voyager integrated library system in cooperation with CTW Consortium staff and serve as System Administrator for the database.
- Establish and maintain links to electronic products on the library homepage
- Communicate regularly with Nelinet and other electronic vendors

Government Documents

- Plan and carry out the acquisition of federal and state documents
- Maintain documents stacks
- Maintain and modify Marcive records in CTW database

Circulation

- Staff the circulation desk during all hours the library is open
- Manage circulation of all print and non-print materials and selected equipment
- Maintain library stacks
- Provide major point of contact for customer service and campus information
- Prepare management reports of circulation activities
- Hire and manage student help for all library operations
- Coordinate management and security of the library physical facility
- Act as liaison to non-college borrowing groups

Reserve

- Process and oversee circulation of all reserve materials

CTW Circulation

- Circulate books and provide copies of articles within the CTW Consortium

Interlibrary Loan

- Plan and carry out all ILL operations, both lending and borrowing
- Establish policies and procedures for ILL
- Monitor and introduce new ILL technologies as they develop

Greer Music Library (branch library)

The Greer Music Library is a branch of the Connecticut College Libraries and is currently organized within the Information Resources Team. The Greer Music Library supports the academic mission of the college through the provision of a full-service facility specializing in music and the interdisciplinary nature of the performing arts. Greer provides a full array of resources and services specializing in the needs of the music community at Connecticut College and the local community.

Operational Responsibilities

Research Support

- Provide subject specific reference service to faculty, students, staff, and members of the local community in Greer Music Library

Instruction

- Provide subject specific classroom bibliographic instruction in the use of Greer Music Library resources and services

Collection Development

- Manage the print and non-print collection and coordinate the selection and de-selection of materials in the Greer Music Library

Bibliographic Database Management

- Keep bibliographic database current and maintains quality control of bibliographic data pertaining to the Greer Music Library collection
- Perform original and copy cataloging, reclassification, and retrospective conversion of print and non-print materials in the Greer Music Library collection

Liaison Activities

- Select materials in designated subject areas
- Communicate regularly with faculty in designated departments
- Assist with in-depth research support in designated disciplines

Acquisitions

- Plan and carry out the acquisition of monographic print and non-print materials for the Greer Music Library's collection
- Process invoices for payment and monitor the expenditures of funds for Greer Music Library material purchases
- Maintain relations with vendors supplying materials to the Greer Music Library
- Process gift materials for addition to the Greer Music Library's collection
- Prepare management reports for all Greer Music Library acquisitions

Circulation

- Staff the circulation desk during all hours that the Greer Music Library is open
- Manage the circulation of all print and non-print materials for Greer Music Library
- Provide the major point of contact for customer service and information regarding Greer Music Library and its resources and services
- Prepare management reports of circulation activities in Greer Music Library
- Hire and manage student assistants for all operations in Greer Music Library
- Coordinate management and security of Greer Music Library facilities
- Act as liaison to non-college borrowing groups in the Greer Music Library

CTW Circulation and Interlibrary Loan

- Work with members of the Information Resources Team to coordinate the circulation of print and non-print materials from Greer Music Library's collection within the CTW Consortium
- Work with members of the Information Resources Team to coordinate the circulation of print and non-print materials from Greer Music Library's collection through Interlibrary Loan

In-house Exhibitions

- Prepare in-house exhibition of print and non-print materials from the Greer Music Library's collections

Equipment Management

- Coordinate the purchase, maintenance, and use of computer workstations, printers, audio and video playback equipment to support the use of resources in the Greer Music Library

Reserve

- Process and oversee circulation of all reserve materials in Greer Music Library

Processing

- Supervise print and non-print material preparation for the Greer Music Library

- Prepare print materials for binding as required in the Greer Music Library collection

Serials

- Select and maintain the serials collection for Greer Music Library in cooperation with the Information Resources team

Professional Development

- Participate in regional and national conferences and workshops on information literacy and library reference and instruction
- Participate in listservs and stay current with and contribute to the literature relating to information literacy and library reference and instruction
- Participate in Information Services task forces and committees
- Participate in campus-wide task forces and committees

Instructional Technology Team

Team Mission

The Instructional Technology team provides support and resources for the use of technology in the curriculum. Support includes assistance with digitizing and editing course materials for use online, advising faculty as to which technologies can be used to meet their teaching and learning objectives, and providing instruction on the use of technologies in teaching and research. The team supports the media, equipment, hardware, and software used in computer labs, classrooms, and instructional technology facilities. The team works in partnership with faculty to explore how new technologies can be used to enhance the curriculum. The Instructional Technology team coordinates its efforts with the Center for Teaching and Learning.

Operational Responsibilities

Support for Technology in Teaching and Research

- Advise faculty on using technology, including projects and pilot programs for innovative ways to use technology, to enhance teaching, or to provide new resources
- Develop and support Web-based course resources, including course management systems, to integrate the power of information technology into the curriculum
- Work in partnership with faculty for course design to incorporate instructional technology into the curriculum

Technology Instruction

- Provide workshops and seminars for faculty on using academic technology resources such as hardware, software, and media

Digital Curriculum Center (DCC)

- Provide faculty with the hardware, software, and staff support to produce high-quality digital materials for use in the curriculum
- Maintain the center's resources including media creation systems for digitizing and editing text, graphics, audio, and video

Classroom Technologies

- Serve on the Classroom Renovation Committee, assisting in classroom design, fund-raising, and providing support for faculty and students using classrooms.
- Work with the Classroom Renovation Committee, architect, and AV vendor to research and install appropriate technologies in renovated classrooms.

Computer Classrooms

- Oversee academic computers in computer labs, including discipline-specific labs, and in the library
- Maintain software in classrooms, computer classrooms, and on academic servers

Visual Resources Library

- Serve faculty in preparing and presenting images for use in lectures and online course materials
- Create, organize, and distribute the library's growing collection of digital images and maintain the collection of slides of art, architecture, and decorative arts

Language Laboratory

- Serve faculty and students in foreign language learning and culture
- Provide resources for audio listening and recording, video viewing, computers for use with language applications, a broadcast viewing lounge, and other language and culture learning materials

Media Services

- Provide free media services for all classroom activities and fee based support for all other campus and external events that require AV services
- Responsible for equipment delivery, videotaping, tape duplication, and equipment loan
- Maintain and repair college-owned media equipment
- Oversee campus cable television system

Research Support and Instruction Team

Team Mission

The Research Support and Instruction Team directly supports the academic mission of the college by providing reference services and instruction that develop sound research practices and critical thinking skills and lay the groundwork for lifelong learning. This includes the development of information literacy skills essential in an age of rapidly developing information resources. The goal of the Research Support and Instruction Team is to assist students to: 1) identify their information needs; 2) access needed information using the appropriate tools and techniques for their problem solving and research; 3) evaluate information and its sources critically; 4) synthesize the information retrieved and incorporate it into their current knowledge base; 5) present information effectively to accomplish a specific purpose; and 6) integrate information literacy skills and concepts to approach lifelong learning needs into the curriculum. Members of the team work collaboratively with faculty to provide a wide variety of training and course-integrated learning activities to help students achieve these goals.

Operational Responsibilities

Research Support

- Provide traditional reference service using print and electronic resources to faculty, students, staff, and members of the local community
- Develop and maintain relevant online resources in support of all reference services

Instruction

- Provide instruction integrated into the curriculum in the use of library resources and services
- Develop instruction modules and research guides in collaboration with faculty, students, and librarians at Connecticut College
- Collaborate with the Information Resources Team to provide professional reference and instruction services to designated departments through the Library Liaison program

Collection Development

- Manage the print and non-print reference collection
- Coordinate the selection and de-selection of materials in the reference collection
- Select materials for designated disciplines through the Library Liaison program

Government Documents

- Oversee the management and selection of state and federal documents
- Provide reference service and bibliographic instruction in the use of government documents
- Develop and maintain online resources in the use of government resources

Liaison Activities

- Select materials in designated subject areas
- Communicate regularly with faculty in designated departments
- Assist with in-depth research support in designated disciplines
- Work with faculty to provide integrated and course-related information literacy instruction

Professional Development

- Participate in regional and national conferences and workshops on information literacy and library reference and instruction
- Participate in listservs and stay current with and contribute to the literature relating to information literacy and library reference and instruction
- Participate in Information Services task forces and committees

- Participate in campus-wide task forces and committees

Special Collections and Archives Team

Team Mission

The rare books and papers of historical, literary, or artistic significance in Special Collections offer a unique resource to scholars, and an opportunity usually found only in large university libraries for undergraduate students to use these materials. The papers and photographs in the College Archives that document college history provide an unparalleled resource to students and faculty. This experience can be a pivotal moment during a student's academic years.

Special Collections provides research assistance to members of the college community and to outside researchers using its unique book and manuscript collections. The College Archives manages and provides security for college records and provides access to these records to the college administration and to qualified researchers. The team also provides outreach through its newsletter and many exhibitions, lectures, and special events that contribute to the intellectual life of the college.

Operational Responsibilities

Research Support

- Use the books and manuscript collections in Special Collections and the materials dealing with college history in the College Archives in the curriculum wherever possible by giving instruction and presentations to classes in many disciplines and by supporting individual student and faculty projects
- Provide research assistance and monitor the use of Special Collections and Archives materials
- Create finding aids for archival materials

Preservation

- Monitor the preservation of information in its different formats, paper, microform, digital, etc., as well as artifacts of the college's history
- Take the necessary preventive and remedial steps to preserve these materials
- Digitize materials both to preserve and to make these materials more widely available

Records Management

- Work with departments to create retention plans as part of the college records management program
- Provide security for college records and make them accessible to qualified users
- Coordinate off-site record storage

Outreach

- Create and curate exhibitions in the Charles E. Shain Library
- Plan and sponsor lectures and special events
- Produce The Friends of the Library newsletter
- Administer The Friends of the Library group

Collection Management

- Acquire new materials through purchase and by gift to enhance existing collections and to pursue new directions
- Administer institutional digital repository

Technical Support Team

Team Mission

The mission of the Technical Support Team is to support the educational goals of Connecticut College by providing and supporting technology resources including college-owned computers, the computer network, the administrative information system, Web administration, the telephone system, and Help Desk service. In addition, the mission of the Administrative Information Systems Group is to provide leadership in the implementation, support, and use of robust, quality information technology services to support the administrative information needs of the college. We work in partnership with departments and offices to support their missions of providing effectively for the faculty, staff, students, and other members of the college community.

Operational Responsibilities

Administrative Information Systems

- Provide information systems, services, and technology resources with a focus on the integration and integrity of these administrative systems
- Provide analysis, design, programming, consulting, and implementation services in the provision and use of information technology solutions
- Provide tools, training, and consultation in the use of administrative information systems to enable community members to effectively perform their roles and responsibilities at the college
- Strive to provide these services and expertise with a strong customer orientation with attention to excellence, quality service, and responsiveness
- Support the implementation of SCT Banner Software and related administrative computing products
- Support and maintain SCT Banner production system for the entire campus
- Investigate, plan for, and provide project management and technical expertise for future implementation efforts of administrative information systems
- Educate and train members of the community on functionality and capabilities of administrative information systems; assist members of the community to use technology to work smarter
- Establish and maintain stable and current software and database infrastructure for administrative systems and institutional databases
- Manage programming and analysis requests to focus on using our administrative information systems most effectively and develop those modifications and enhancements that are strategic priorities of the college

Computer Inventory Management

- Oversee acquisition, management, and deployment of college-owned or leased computer hardware
- Negotiate and purchase all productivity software products
- Manage the software and software licenses on college-owned computers
- Provide training for end users on campus to enhance, support and maintain functionality as it pertains to job and responsibilities

Help Desk

- Maintain Help desk student staffing during Shain Library hours

- Provide Level One Support for walk-in, phone & email for general software, virus, networking, wireless and spyware questions. Level One support is the first line problem management. Troubleshooting is done and, if possible, the problem is resolved.
- Report widespread network problems to Information Service staff:
- Maintain Help Desk Web site
- Assign network connection problems to staff and track the repair process

For Students

- Produce an appointment schedule for student computer repairs of software, virus and spyware problems
- Provide hardware support for computers purchased from Dell via the college purchasing program.

For Faculty

- Provide Level Two computer and network problem resolution based on priority. Level Two Support is repair service provided by staff technicians who have in-depth knowledge of computer technology and campus technology resources.

Online Computer Purchasing

- Oversee vendor agreements for college authorized student online computer purchases
- Maintain online information about student computer purchasing
- Provide information and assistance to students who need warranty repairs

Computer Support

- Provide Level Two computer and network problem resolution based on priority. Level Two Support is staff technicians who have in-depth knowledge of computer technology and campus technology resources.

Priority is as follows:

1 – Emergency

Emergency calls receive attention within 15 minutes. Emergency calls are those situations where blocks of campus, departments servicing multiple customers or labs and classrooms dependent on technology are completely out of service. Emergency situations are determined by the Help Desk Supervisor.

2 – Urgent

Urgent calls receive attention within four working hours. Urgent calls are defined as individual computers that are completely out of service with no alternative accommodations. Urgent calls are determined by the Help Desk Supervisor.

3 – Normal

Normal calls receive attention within twenty-four working hours. Normal calls are defined as routine requests for technical service that affect daily productivity.

4 – Low

Low priority calls are defined as routine requests which have little impact on daily productivity. Examples include unnecessary software upgrades, hardware upgrades and installation of non-critical new computer systems.

Repair resolution times vary based on the nature of the problem

If an on-site visit is required, the technician will need access to equipment both electronically and physically. Please remember: Make backup copies of important files on a regular basis and be familiar with the computer's file structure. Ultimately, data stored on the hard drive is the users' responsibility to back up.

- Oversee repair and reassignment of college-owned computer hardware
- Troubleshoot and deploy anti-virus and software update
- Troubleshoot and deploy software updates, if necessary
- Clean and maintain departmental laser printers
- Set-up and deliver new or replacement computers, as necessary

Online Computer Purchasing

- Oversee vendor agreements for college authorized student online computer purchases
- Maintain online information about student computer purchasing
- Provide information and assistance to students who need warrantee repairs

Network and Servers

- Provide network hardware and technical support for all college departments
- Support e-mail and Internet interaction
- Provide bandwidth management for campus Internet connectivity
- Provide, maintain, and monitor network security devices and software

Web Administration

- Provide technical support for Web server hardware and software
- Support Web server accounts and Web site assistance
- Web Administrator serves as the point of contact for the update and management of CamelWeb, the Alumni Online Portal, and the IS Web site
- Partner with College Relations to maintain the public presence of the college
- Partner with CELS to create and maintain e-Portfolio
- Design and manage Web page functionality college-wide

Telecommunications

- Provide local and long-distance telephone service and voice mail for every student, faculty, and staff member
- Coordinate college cellular telephone agreements with external vendors
- Provide coverage of college switchboard during business hours, staffing with trained student assistants during times when the switchboard operator works on other projects such as maintaining the college directory information and assisting with telecommunications work in switch room, dorms, and office